

## POSITION AVAILABLE CASUAL RELIEF DUTY MANAGER/SUPERVISOR

Welcome to The Waves Sports Club! Our ultra-modern and multi- award winning venue is located in a region which offers and attractive lifestyle including close proximity to beaches and Australia's best climate. Where else can you live at the beach, city, or acreage within fifteen minutes of the CBD, two major shopping complexes and your workplace? Bundaberg is a gateway to the Great Barrier Reef, whale watching, and world heritage listed Fraser Island.

The venue with its ultra-modern facilities, has a diverse friendly workforce that will guarantee unlimited amazing career experiences.

Our aim is to make you feel comfortable as possible in your work environment, by offering you flexibility in your roster, and training and development opportunities.

In this role you will report to the Operations Manager, and work closely with all employees from reception, bar, gaming, kitchen, coffee shop and maintenance departments The Casual position will be required to fulfil duties including but not limited to Bar, Tab, Gaming, Reception and when required Relief Duty Manager and Supervisor duties. You will be tasked with leading employees, ensuring that service standards are second-to-none.

Tasks and responsibilities for the position will include, but are not limited to:

- Lead by example with a hands-on approach.
- Provide coaching and mentoring to Beverage and Gaming employees.
- Actively supervise the floor to ensure service deliver standards are met.
- Contribute ideas for better efficiencies on shift.
- Handle complaints effectively and efficiently and in a professional manner.
- Ensure the club meets all OLGR compliance requirements.

To be successful in this role you will display excellent customer service skills and be friendly, outgoing, and well presented. You will have a high level of attention to details and possess some experience in a similar role or environment. You will be able to work autonomously as well as be contributing member to a team environment. A background in supervisory position or similar is desirable within the Club Industry. You will need to have current RMLV and Approved Manager's Licence, RSG, CLO and TAFE Covid Safe Dining-In.

The successful applicant must be available to work days, nights, weekends, and public holidays when required.

Our Club believes that our team are the most valuable assets we have. Training and professional development are priorities and the opportunity for you to work with an experienced, motivated management team will ensure that you will learn and grow every day.

If you want to be part of this fantastic team in our wonderful location, then contact us now.

*real fun every day*

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