

Position Title	Courtesy Bus Driver / F&B Attendant	Department:	Hospitality
Level:	Level 2 Award	Primary Location:	Bendigo Stadium 91 Inglis Street, West Bendigo Vic 3550
Reports to:	Venue Manager	Updated:	May 2023



Organisational Context

Bendigo Stadium Limited (BSL) manages and operates Red Energy Arena, Borough Club, and the St Arnaud Sporting Club. As an organisation we pride ourselves on being a world class sports and entertainment centre, delivering a community focused hub through various sports codes, entertainment events, business functions and family moments.



Red Energy Arena is the home of the Bendigo Basketball Association, Bendigo Braves, Bendigo Spirit and Phantoms Volleyball Club.

Primary Purpose

The primary purpose of the Courtesy Bus Driver / F&B Attendant role is to provide safe and reliable transportation services to our members and guests while delivering exceptional customer service and assisting with general duties to create a positive and welcoming environment within our establishment.

Direct Reports

Venue Manager.

Key Result Areas

Key Result Area	Responsibility	Measure
Safe Transportation	<p>Safely drive members and guests to their destination using the courtesy bus.</p> <p>Compliance with traffic regulations.</p> <ul style="list-style-type: none"> • Adhere to all traffic laws, including speed limits, traffic signals and road signs. <p>Conduct routine inspections of courtesy bus ensuring that all safety features, lights, brakes, tires, and signals are in proper working order. Report any maintenance issues or safety concerns promptly to management.</p>	<p>Maintain an accident-free record.</p> <p>Compliance with safety protocols.</p> <p>Customer satisfaction surveys or feedback regarding safe and comfortable transportation.</p> <p>Positive feedback from managers or supervisors.</p>
Food and Beverage / General duties	<p>Assist the bar and restaurant staff with various tasks during non-driving periods, contributing to the smooth operation of the establishment.</p> <p>Collaborate with the team to maintain cleanliness and orderliness, ensuring a pleasant environment for patrons.</p>	<p>Customer satisfaction surveys or feedback.</p> <p>Positive feedback from managers or supervisors.</p> <p>Adherence to cleanliness standards.</p>
Customer Service	<p>Provide friendly and helpful assistance, addressing passenger queries and requests promptly.</p> <p>Foster a welcoming and positive atmosphere on the courtesy bus, creating a pleasant experience for members and guests.</p> <p>Ensure a consistent and professional approach with the highest of standards.</p> <p>Identify and service customer's needs before they ask.</p>	<p>Customer satisfaction surveys or feedback.</p> <p>Peer and manager reviews.</p> <p>Repeat customers.</p>
Communication and Teamwork	<p>Effective communication skills collaborating with colleagues to provide a seamless service and address any customer concerns or issues promptly.</p> <p>Participating as part of a team providing service to members and patrons.</p>	<p>Peer and manager reviews.</p> <p>Timely resolution of customer concerns.</p> <p>Participation in meetings/communication forums/training/staff engagement activities.</p>

<p>Occupational Health and Safety</p>	<p>Ensure a safe working environment is provided at all times.</p> <p>Accidents/incidents are recorded in accordance with guidelines and procedures.</p> <p>Minimisation of incidents through appropriate workplace practices.</p> <p>Demonstrates a practical knowledge and understanding of OHS and Emergency Evacuation procedures.</p>	<p>Participation in Evacuation drills.</p> <p>Participation in staff training activities.</p> <p>Feedback from one to one meetings with manager.</p>
<p>Values</p>	<p>Uphold and demonstrate BSL's vision, mission, and values by always upholding our charter.</p> <p>Demonstrate consistent behaviour in accordance with the BSL's Values of Think Big, Excellence Impressive, Be Accountable, One Team, People First.</p> <p>Deliver BSL's experiences, products, and services in line with the culture of excellence.</p> <p>Always act morally and ethically in all interactions with others.</p> <p>Adhere to BSL systems and procedures as outlined in Ops Central.</p>	<p>Living the Core Organisational Values at all times.</p>

EQUIPMENT OPERATED, SYSTEMS USED AND PHYSICAL REQUIREMENTS OF ROLE

- Driving: Ability to operate vehicle for extended periods.
- Visual and physical ability to operate a small bus.
- Medium physical activity

EDUCATION AND SKILLS

**Minimum
Qualifications:**

- Must hold a Working with Children's Check (WWC.)
- Must satisfactorily pass a Police Check.
- Valid Victorian Drivers Licence.

**Job, specific, skills,
experience,
Knowledge and
abilities:**

Desired Knowledge and Experience:

- Previous hospitality experience.
- Previous customer service experience.

Desired Skills:

- High level communication skills.
- Responsible Service of Gaming (RSG) (Optional)
- Responsible Service of Alcohol (RSA)
- Current First Aid Certificate
- High level of accuracy and attention to detail when delivering products and services.
- Builds rapport quickly with a wide range of people both internally and externally.
- Strong customer service qualities.
- Ability to work independently

Personal attributes:

- Available night and weekends
- Professional attitude and work ethic.
- Friendly and approachable
- Time management
- Driven by strong ethics and values, is open, honest, and accountable for their actions.
- Maintain a neat and professional appearance