

Palmwoods Warriors Football Club Inc.

General Committee Position Description: Canteen & Merchandise Coordinator



Reports To: PWFC Management Committee

Term: Elected annually at the AGM

Position Summary

The Canteen and Merchandise Coordinator of Palmwoods Warriors Football Club (PWFC) is responsible for the operation and management of the club's canteen and merchandise sales. This role ensures that the canteen provides quality food and beverage service on game days and events, while also managing the sourcing, stock control, and sale of club merchandise.

This role plays a critical part in enhancing the club experience for players, families, and supporters while contributing to the club's financial sustainability through revenue generation.

Key Attributes

- Organisation & Time Management – Ability to plan and coordinate stock, staffing, and operations efficiently.
- Customer Service Focus – Creates a welcoming and positive experience for members and visitors.
- Financial Management – Ensures canteen and merchandise sales are profitable and well-documented.
- Stock Control & Procurement – Manages purchasing, inventory, and supplier relationships.
- Team Leadership & Volunteer Coordination – Engages and directs volunteers to support canteen and merchandise operations.
- Hygiene & Safety Awareness – Ensures compliance with food safety and handling regulations.
- Marketing & Promotion – Promotes merchandise and canteen offerings to maximise engagement and sales.

Key Responsibilities

1. Canteen Operations Management

- Oversee the day-to-day operation of the canteen, ensuring it is well-stocked and runs efficiently.
- Plan and manage the menu, balancing affordability, quality, and profitability.
- Order and manage stock, ensuring supplies are sourced from reliable and cost-effective providers.
- Ensure proper cash handling and financial reporting for canteen sales.
- Maintain a clean, organised, and welcoming canteen environment.

2. Merchandise & Apparel Sales

- Source and manage club uniforms, supporter gear, and branded merchandise.
- Oversee stock levels, ordering, and distribution to ensure timely availability.
- Manage pre-orders, sales tracking, and financial reconciliation for merchandise.
- Promote merchandise sales through social media, newsletters, and game-day displays.

3. Volunteer Coordination

- Recruit, train, and schedule volunteers to assist with canteen operations and merchandise sales.
- Provide guidance on customer service, food handling, and canteen procedures.
- Foster a positive and collaborative team environment among volunteers.

4. Compliance & Food Safety

- Ensure the canteen complies with Queensland food safety regulations and handling requirements.
- Maintain appropriate hygiene and cleanliness standards.
- Ensure all volunteers handling food are aware of and adhere to safe food practices.

5. Financial & Reporting Responsibilities

- Maintain accurate records of income and expenses for both canteen and merchandise sales.
- Provide regular financial reports to the Treasurer and committee.

- Identify and implement strategies to increase profitability and reduce wastage.

Commitment & Expectations

- Provide the PWFC Management Committee with regular updates and recommendations.
- Be available for game days, major club events, and peak sales periods.
- Work collaboratively with committee members to support PWFC's financial sustainability.
- Ensure canteen and merchandise operations enhance the overall club experience.