



## Position description

<b>Title:</b>	Commercial Supervisor
<b>Branch/Department:</b>	Visitor experience - Commercial
<b>Status:</b>	Full Time
<b>Location:</b>	Emerald – Lakeside Visitor Centre
<b>Reports to:</b>	Commercial Manager
<b>Direct Reports:</b>	Commercial and Retail Service Team
<b>Hours/Days of Work:</b>	5 days in 7 as per agreed roster
<b>Requirements:</b>	<p>Current Victorian Working with Children Check (WWCC)</p> <p>Resolved National Criminal History Check and participation in periodic checks</p> <p>Completed a National Transport Commission Category 3 Health Assessment Medical</p>

### Job Purpose

This position involves achieving business outcomes across Commercial operations, providing a high standard of customer service, merchandising, and stock control and supervision of the commercial team across all locations at Puffing Billy Railway (PBR).

### Key Duties & Responsibilities

- Provide daily supervision and direct staff to ensure tasks are performed and the team are engaged and proactive while on shift
- Help, drive, motivate, and encourage commercial staff to achieve a high levels of customer service and reach sales targets
- Participate in the recruitment, training, mentoring, performance management and skill development of employees
- Participate, motivate & share knowledge with the team in merchandising, food handling, OH&S requirements
- Develop rosters that reflect service delivery based on relevant data and information
- Manage rosters - ensuring all shifts are filled efficiently and effectively as per Award and agreements.
- Undertake shop duties across the Railway as required
- Assist in food and beverage preparation and delivery across the Railway as required
- Conduct staff meetings and briefings as required
- Handle customer complaints, issues and questions
- Meet financial goals by analysing variances; initiating corrective actions in preparing an annual budget; formulating pricing policies and scheduling expenditures
- Maintain inventory, receive deliveries, ensure all items are in stock and the systems are updated
- Ensure efficient and effective stock management as per departmental procedures and approval processes
- Prepare, transfer and dispatch stock orders to all locations
- Make sure pricing is correct with margins achieved
- Work on store displays to maximise sales opportunities
- Prepare reports from the stock system as required
- Maintain storerooms and perform regular stocktakes
- Provide feedback and suggest initiatives to improve efficiency and effectiveness
- May have direct contact with children and will be required to follow all appropriate policies



- Maintain a Child Safe environment including reporting responsibilities and procedures
- Maintain behaviours in line with company values and demonstrate leadership in behaviours to your team at all times
- Will actively participate in continuous improvement – learning and development programs and performance management programs
- Adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested

### Key Competencies

- Good verbal and written communication skills
- Efficient with use of time and resources
- Ability to work un-supervised and under pressure
- Ability to lead, motivate and empower a team & to lead by example
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Strong organisational skills, with ability to prioritise and follow-through
- Solid computer skills including Microsoft suite
- Focus on service excellence, exceeding internal and external customer expectations
- Strong numeracy and literacy skills to manage basic accounting administration tasks

### Qualifications & Experience Required

- Knowledge of the retail, tourism and hospitality industry
- Excellent Merchandising, Data entry, Stock control experience, preferably in the retail and hospitality industry
- Current motor vehicle driver's licence (manual)
- Food Handlers Certificate
- An understanding of Puffing Billy's history and current business desirable

### Key Relationships

- PBR staff, volunteers and visitors
- External stakeholders including elected officers and senior management in public and private organisations
- Suppliers and Vendors

### Health & Safety

Managers and supervisors have responsibilities on behalf of the organisation but must also comply with their requirements as employees. It is their responsibility to:

- Ensure adherence to OHS policies and procedures.
- Consult with employees and H&S representatives (where they are elected) on OHS issues.
- Ensure that employees are equipped with the information, instruction, training and supervision that they need to work safely.
- Identify, assess if necessary and control hazards within their area of responsibility.
- Encourage early reporting of incidents and forward information to RTW Coordinators immediately
- Assist with initiating an early return to work on suitable duties after a workplace injury
- Access sources of OHS information and systematically disseminate information to all employees.
- Ensure that employees including volunteers and contractors are aware of, and abide by, all relevant health and safety procedures particularly those relating to the operation of plant and equipment.
- Develop safe work procedures as required and ensure adherence to procedures.



- Provide PPE as required and ensure employees are aware of correct usage and storage requirements.
- Ensure all plant and equipment is properly maintained
- Maintain relevant knowledge of OHS issues.
- Act as a role model by demonstrating safe work behaviours.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> <li>• Manual handling task (0 – 9kg)</li> <li>• Gripping, holding, clasping with fingers/hands</li> </ul>	<ul style="list-style-type: none"> <li>• Hand/arm movement i.e. stacking, reaching, typing and sorting</li> <li>• Walking on uneven surfaces</li> <li>• Sitting at workstation</li> <li>• Responsibility for the safety of others</li> </ul>

**Additional Notes**

- Weekends and public holiday work will be required on rostered basis
- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, taking leave during school holidays is limited
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safe Policy and Child Safe Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants maybe subject to unannounced drug and alcohol testing

**Acknowledgment**

I have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee  
 Name: \_\_\_\_\_  
 Employee  
 Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Approved By:	Nicoleta Giurgiu	Date:	November 2021
Last Updated By:	Jade Cranton	Date:	November 2021



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

**Our Children, Our Focus, Our Future, Speak Up!**