



## Position description

<b>Title:</b>	<b>Customer Service Officer</b>
<b>Branch:</b>	Visitor Experience – Passenger Operations
<b>Status:</b>	Part Time
<b>Location:</b>	Belgrave and Emerald, LVC as rostered
<b>Reports to:</b>	Customer Service Supervisor
<b>Direct Reports:</b>	Nil
<b>Hours/Days of Work:</b>	As contracted with weekend work
<b>Requirements</b>	<p>Current Victorian Working with Children Check (WWCC)</p> <p>Resolved National Criminal History Check and periodically as per policy</p> <p>Completed a National Transport Commission Category 3 Health Assessment Medical</p>

### Job Purpose

This position involves providing exceptional customer service to all stakeholders who encounter Puffing Billy Railway (PBR). The role focuses on phone, online and in person customer communications in arranging booking, responding to enquiries and promoting PBR.

### Key Duties & Responsibilities

- Respond in a friendly, prompt and helpful manner to telephone and online enquiries and bookings
- Manage requirements for individual and group booking using electronic and manual systems – record booking, confirmation, arrangement payment etc
- Manage bookings and liaise with Commercial and Events departments for special events and catered trains
- Understand and promote all Puffing Billy experiences, events, promotions and offers including those at the Lakeside Visitor Centre
- Understand new procedures, particularly reporting process for Complaints, including Child Safe Practices.
- Amend online bookings if required
- Financial management – credit card bookings, refunds, reconciliation, banking
- Refund bookings in Custom Linc as required
- Awareness of all product and service offerings, including daily train movements
- Basic administration tasks as required – photocopying, printing
- Liaise with travel coordination organisations
- Maintain a Child Safe environment including reporting responsibilities and procedures
- May have direct contact with children and will be required to follow all appropriate policies
- Provide an explanation of Child Safe Practices at PBR and assist with child safety risk analysis
- Supervise toileting procedure of visiting school groups as required
- Observe other PBR workers interacting with children.
- Will participate in continuous improvement – learning and development programs and performance management programs
- As rostered and when required support the Passenger Operations team across various activities
- Maintain behaviours in line with company values and adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested



**Key Competencies**

- Superior verbal and written communication skills
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work un-supervised and under pressure
- Ability to work as a team & to lead by example
- Strong organisational skills, with ability to prioritise and follow-through
- High standard computer skills including Microsoft suite
- Actively participate in performance management programs
- Focus on service excellence, exceeding internal and external customer expectations
- Strong numeracy and literacy skills to manage basic accounting administration tasks

**Qualifications & Experience Required**

- An understanding of Puffing Billy’s history and current business desirable.
- Experience in working in an Administration or Customer Service environment is desirable
- Experience in records and filing systems set up and management desirable
- Experience in using Custom Linc Booking System is desirable
- Second languages considered favourably

**Key Relationships**

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

**Health & Safety**

Employees have a responsibility to:

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.

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**

- Some 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:	July 2022
Last Updated By:	Elizabeth Oxworth	Date:	July 2022



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!**