

Position description

Title:	Customer Service Officer
Branch:	Train & Passenger Services Division
Status:	Part time
Location:	Belgrave
Reports to:	Customer Service Centre Manager
Direct Reports:	Nil
Hours/Days of Work:	Minumum 15 Hours a week– any five out of seven days
Employee/Volunteer	Employee
Requirements	Working with Children Check (WWCC); Satisfactory Criminal History Check Category 3 Medical

Job Purpose

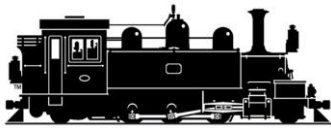
This position involves providing exceptional customer service to all stakeholders who encounter Puffing Billy Railway (PBR). The role focuses on phone, online and in person customer communications in arranging booking, responding to enquiries and promoting PBR.

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
- Take bookings for Special event services such as meal services
- Amend on line 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
- Will 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

- 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



PUFFING BILLY RAILWAY

- 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
- Fluency in Mandarin or other 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

Safety is everyone's responsible – through awareness and compliance with the following:

- Safety Policy – reporting hazards to your supervisor
- Drug and Alcohol Policy
- Smoking on Worksites Policy
- Equal Employment Opportunity – Harassment, Discrimination and Bullying Policy
- Comply with the Railway's Safety Management System

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

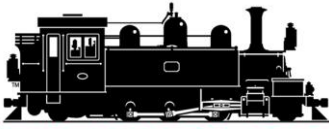
Additional Notes

- 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, annual leave during school holidays is not always an option
- 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 Protection Policy and Code of Conduct

Acknowledgment

I declare that I have read and fully understand the content of this Position Description.

Employee



PUFFING BILLY RAILWAY

Signed: _____ Date: _____

Manager

Signed: _____ Date: _____

Approved By:	Di Gadsden	Date:	24/8/18
Last Updated By:	Jean Clowes	Date:	September 2018