



Position description

Title:	Passenger Operations Manager
Branch/Department:	Visitor Experience - Passenger Operations
Status:	Full Time
Location:	Belgrave based
Reports to:	Group Manager Visitor Experience
Direct Reports:	Customer Service Supervisor, Passenger Operations Supervisor Visitor Experience Officers, Passenger Services Assistant Passenger services volunteers including booking officers, Stations Masters, Conductors, Passenger Guides
Hours/Days of Work:	9:00am to 5:00pm over 10 of 14 days – flexible, weekend work required
Travel:	Puffing Billy Railway (PBR) sites and some local travel required
Requirements:	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and participation in periodic checks Completed a National Transport Commission Category 3 Health Assessment Medical

Job Purpose

The Passenger Operations Manager is responsible for the implementation of various initiatives and activities that enhance the experience for visitors of Puffing Billy Railway. This includes ensuring the delivery of high standards of customer service for the entire customer journey, and the Lakeside Visitor Centre, on site passenger interaction and safety management.

Key Duties & Responsibilities

Customer Service, Sales and Operations

- Create and model a positive work environment and culture for team members and visitors
- Coordinate and implement timetabling and ticketing activities
- Ensure safety messaging is current, including other language safety messages as required
- Cash handling oversight and oversee safe transfer of monies from stations
- Coordinate rosters at all stations
- Liaise with Train Operations on schedule management that provides the most efficient and effective passenger journey
- Ensuring business process improvement opportunities and efficiencies are identified and implemented
- Representing Puffing Billy Railway on key industry networks and ensure the development and maintenance of strategic partnerships with key stakeholders

Team supervision and development

- Leading, managing and developing the teams to achieve key business objectives
- Coordinate team member schedules and rosters to ensure adequate personnel are in place to meet visitor need including staff and volunteer's rosters



- Lead in the recruitment, training, mentoring, performance management and skill development of the Passenger Operations team including staff and volunteers
- Overseeing the creation of training and mentoring programs for staff and volunteers
- Provide training and monitor competency

General Duties

- Be an active participant of the organisation's leadership, with input into strategic direction, business planning, governance and financial management
- Monitor facilities for safety issues with a risk management approach acting on and reporting safety issues
- Adherence to all compliance and reporting requirements
- Conduct investigations when required
- Oversee and ensure that only registered volunteers are rostered and participating in activities at PBR that this position is overseeing
- 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 challenges and problem solving

- Managing budgets, business goals, staffing and volunteer requirements
- Monitoring adherence to ONSRS requirements for minimum number of passenger supervisors on a train in relation to number of carriages
- Behavioural management and cultural transformation
- Recruitment and retention of volunteers in a changing volunteering landscape
- Responding to changing visitor expectations

Key Competencies

- Excellent verbal and written communication skills
- Efficiently address customer complaints
- 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
- Good standard computer skills including Microsoft suite
- Focus on service excellence, exceeding internal and external customer expectations
- Numeracy and literacy skills to manage basic accounting administration tasks

Qualifications & Experience Required

- Current Drivers Licence
- Qualifications/training in Customer Service, Business Management, Volunteer/ Human Resource Management desired
- Certificate IV in Training and Assessment looked upon favourably
- Knowledge of ticketing systems looked upon favourably



- Knowledge of the Better Impact volunteer resource management system desired
- Experience working in tourism, not for profit and volunteering sectors looked upon favourably
- 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

Health & Safety

Managers 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"> • 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, 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 Safety and Wellbeing Policy and Child Safety and Wellbeing 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:	Peter Abbott	Date:	June 2022
Last Updated By:	Nicoleta Giurgiu	Date:	June 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!