

## Volunteer Role Description

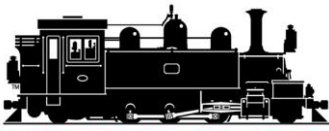
### About the Puffing Billy Railway Volunteering Experience

Puffing Billy Railway offers a unique volunteering experience at this award winning tourist attraction. Each of our volunteer roles contribute directly to the smooth and safe running of the Railway with the passengers and visitors our number one focus.

Before deciding if Volunteering at Puffing Billy Railway is the correct fit for you, please consider that this is a fully operational railway with significant safety considerations.

Our Volunteer Information Evenings and the PBR Pathways Program provides a prospective volunteer with the opportunity to learn about the roles we have available and if the Railway suits their interests, capabilities and time. Training provided ensures the new volunteer sets off on the right foot to ensure their volunteering journey is informed and enjoyable.

<b>ROLE TITLE</b>	<b>REFRESHMENT SERVICES TEAM MEMBER</b>
<b>BRANCH</b>	Commercial Branch
<b>LOCATION</b>	Belgrave, Menzies Creek, Emerald Lake Park or Gembrook locations
<b>WHO THE ROLE REPORTS TO</b>	Commercial Manager Retail Supervisors
<b>COMMITMENT</b>	One shift per fortnight
<b>ROLE PURPOSE</b>	To provide our visitors and passengers friendly customer service in our food and beverage and retail shops and outlets.
<b>WHO ARE WE LOOKING FOR?</b>	We are looking for volunteers who are: <ul style="list-style-type: none"> <li>• Friendly and enjoy talking to the public</li> <li>• Enjoy being part of activities that are team based</li> <li>• Enjoy working in a retail or food customer service environment</li> <li>• Possess basic financial literacy and have worked in a retail environment previously</li> <li>• Reliable and punctual</li> <li>• Attention to detail</li> </ul>
<b>KEY DUTIES &amp; RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Assist and service all visitors, passengers, staff and other volunteers in a customer service capacity</li> <li>• Operate cash registers and EFTPOS as required</li> <li>• Stock shelves and rotate stock as required</li> <li>• Perform general housekeeping duties as required</li> <li>• Meet and greet visitors and passengers and provide information about platform and facilities including train timetables</li> <li>• Clean counter and coffee machine</li> </ul>



## PUFFING BILLY RAILWAY

<b>PHYSICAL REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Ability to be on your feet for most of the shift</li> <li>• Possible exposure to hot surfaces and cold conditions</li> </ul>
<b>BENEFITS OF VOLUNTEERING AT PUFFING BILLY RAILWAY</b>	<ul style="list-style-type: none"> <li>• Being part of an award-winning tourist attraction and volunteer team</li> <li>• Volunteer recognition activities</li> <li>• Discounts on products and events</li> <li>• Free parking</li> <li>• Regular news updates and social events</li> <li>• Opportunity for other volunteer roles subject to interest, availability and suitability</li> </ul>
<b>UNIFORM REQUIREMENTS</b>	<p>Volunteer is to provide:</p> <ul style="list-style-type: none"> <li>• Black long sleeve shirt with collar</li> <li>• Black pants</li> <li>• Black closed toe shoes</li> </ul> <p>Puffing Billy Railway will provide:</p> <ul style="list-style-type: none"> <li>• Black apron</li> </ul>
<b>TRAINING</b>	<p>Puffing Billy Railway will provide on the job training with a mentor for all or retail outlets</p>
<b>COMPLIANCE REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Clear and current Working With Children Check</li> <li>• PBR will conduct a National Police Check for our new volunteers</li> <li>• 100 points of Identification</li> <li>• All new volunteers will complete a Category 3 medical which PBR will facilitate</li> <li>• 2 Character References</li> </ul>
<b>SELECTION PROCESS</b>	<p>Our Volunteer Services Team will assess the new application based on the railway's requirements and the suitability of the candidate to the role. Puffing Billy Railway reserves the right to refuse any application.</p>

Volunteers are required to:

- Behave in ways that are consistent with the Code of Conduct issued during the onboarding process
- Agree to work in a manner that is safe for themselves, other volunteers and paid staff
- Divulge any pre-existing medical conditions, injury or illness or changes to their health
- Agree to undertake duties and the minimum service requirements as specified in this Volunteer Role Description

*Puffing Billy Railway is an Equal Opportunity Employer of Staff and Volunteers and prohibits discrimination and harassment of any kind. PBR is committed to the principle of equal engagement opportunity for all employees and volunteers.*

*Puffing Billy Railway is also committed to promoting and protecting at all times the best interests of children and young people involved in its programs as visitors or passengers. PBR supports and respects all children, young people, staff and volunteers. We are committed to the continual development of inclusive practises.*