

Position Description

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|------------------------|---|
| Title: | Retail Sales and Service Attendant |
| Branch: | Commercial Operations Division |
| Status: | Part Time or Casual |
| Location: | Belgrave, Menzies Creek, Emerald/Lakeside and Gembrook |
| Reports to: | Retail Supervisor |
| Direct Reports: | Nil |
| Requirements | Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check Completed a National Transport Commission Category 3 Health Assessment Medical |

Job Purpose

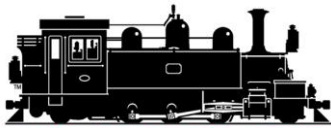
The purpose of this position is to deliver customer service excellence to a diverse range of visitors in a fast-paced retail environment within Puffing Billy Railway.

Key Duties & Responsibilities

- Deliver excellent internal and external customer service
- Ability to convey information and assistance in a friendly manner to visitors from a diverse cultural background
- Assist with merchandising on a regular basis to maximise sales opportunities
- Regular restocking of products on the shop floor
- Increase revenue through sales and up-selling
- Assist with stocktakes as required
- Report damaged stock items and stock discrepancies
- Ensure routine cleaning of displays
- Basic food handling and beverage preparation including operating coffee machine
- Assist where directed in the preparation and delivery of food and beverages at kiosks, tearooms and functions
- Maintain a professional appearance in the workplace
- Will participate in continuous improvement – learning and development programs and performance management programs
- 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
- Adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested

Key Competencies

- Focus on service excellence, exceeding internal and external customer expectations
- Holding a Food Safety Handling Certificate desirable
- Previous experience in the Retail/customer service environment
- Cash register and money handling skills preferred
- Basic food safety and food handling



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- Self-motivated with an attention to detail
- Proven ability to work as part of a team and independently
- Willingness to work on a rostered basis, including weekends, public holidays and special events
- Ability to work under pressure and unsupervised
- Ability to communicate successfully with people of other cultures

Qualifications & Experience Required

- Previous experience in a similar role is desirable
- Current drivers licence desirable
- An understanding of Puffing Billy's history and current business is desirable

Key Relationships

- PBR staff, volunteers and visitors
- External stakeholders including elected officers and representatives from public and private organisations

Health & Safety

Employees have a responsibility to:

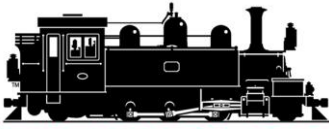
- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their 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.
- Not wilfully or recklessly interfere with safety equipment

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) |
|---|---|
| • Manual handling task (0 – 9kg) | • Hand/arm movement i.e. stacking, reaching, typing and sorting |
| • Gripping, holding, clasping with fingers/hands | • Walking on uneven surfaces |
| • Working on slippery, uneven or moving (on train) surfaces | • Sitting at workstation |
| • Standing at workstation | • Responsibility for the safety of others |

Additional Notes

- Availability to work weekends and public holiday essential
- 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 Code of Conduct



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Acknowledgment

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

Employee

Name: _____

Employee

Signature: _____ Date: _____

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| Approved By: | Lyn Williams | Date: | August 2019 |
| Last Updated By: | Elizabeth Oxworth | Date: | August 2019 |



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!