



## Position Description

<b>Title:</b>	Retail Sales and Service Attendant
<b>Branch:</b>	Visitor Experience - Commercial
<b>Status:</b>	Part Time or Casual
<b>Location:</b>	Belgrave, Menzies Creek, Emerald/Lakeside and Gembrook
<b>Reports to:</b>	Supervisor
<b>Direct Reports:</b>	Nil
<b>Travel:</b>	Some travel maybe required – PBR sites and surrounds as required
<b>Requirements</b>	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
- 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

- 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
- 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)
<ul style="list-style-type: none"> <li>• Manual handling task (0 – 10kg)</li> </ul>	<ul style="list-style-type: none"> <li>• Hand/arm movement i.e. stacking, reaching, typing and sorting</li> </ul>
<ul style="list-style-type: none"> <li>• Gripping, holding, clasping with fingers/hands</li> </ul>	<ul style="list-style-type: none"> <li>• Standing at workstation for long periods</li> </ul>

### Additional Notes

- Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation. These extra duties will be discussed between the employee and their immediate Supervisor/Manager and the decision to allocate them will be taken jointly.
- Availability to work weekends, public holidays and Christmas/New Year period is essential
- Attendance at meetings and some variation to normal hours including early or late starts, weekends, evenings and public holidays may be expected from time to time.



- 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 may be 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:	Jade Cranton	Date:	July 2021
Last Updated By:	Elizabeth Oxworth	Date:	July 2021



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!**