

Position Description

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
Employee/Volunteer	Employee

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

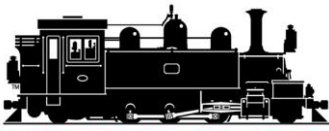
- Deliver excellent internal and external customer service
- Ability to convey information and assistance in a friendly manner to visitors from a diverse cultural background
- Assist with merchandising on a regular basis to maximise sales opportunities
- Regular restocking of products on the shop floor
- Increase revenue through sales and up-selling
- Assist with stocktakes as required
- Report damaged stock items and stock discrepancies
- Ensure routine cleaning of displays retail environment
- Maintain a professional appearance in the workplace
- 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

- Focus on service excellence, exceeding internal and external customer expectations
- Previous experience in the Retail/customer service environment
- Cash register and money handling skills preferred
- 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



PUFFING BILLY RAILWAY

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"> • Manual handling task (0 – 9kg) 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting
<ul style="list-style-type: none"> • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Walking on uneven surfaces
<ul style="list-style-type: none"> • Working on slippery, uneven or moving (on train) surfaces 	<ul style="list-style-type: none"> • Sitting at workstation
<ul style="list-style-type: none"> • Standing at workstation 	<ul style="list-style-type: none"> • 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 Protection Policy and Code of Conduct

Acknowledgment

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

Employee

Signed: _____ Date: _____

Approved By:	April Williams	Date:	October 2018
Last Updated By:	Elizabeth Oxworth	Date:	October 2018