

## Volunteer Role Description

### About the Puffing Billy Railway Volunteering Experience

Puffing Billy Railway (PBR) 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 PBR, with the passengers and visitors our number one focus.

<b>ROLE TITLE</b>	<b>BOOKING CLERK</b>
<b>BRANCH</b>	<b>VISITOR EXPERIENCE</b>
<b>LOCATION</b>	Puffing Billy Railway, Belgrave
<b>WHO THE ROLE REPORTS TO</b>	Passenger Operations Manager or delegate
<b>MINIMUM COMMITMENT</b>	2 shifts per month
<b>ROLE PURPOSE</b>	To provide excellent customer service, process online tickets, boarding and carriage allocations of all excursion trains and provide relevant and accurate information to all visitors.
<b>SKILLS &amp; QUALITIES</b>	<p>We are looking for volunteers who are:</p> <ul style="list-style-type: none"> <li>• Friendly and enjoy talking to the public.</li> <li>• Provide exceptional customer service.</li> <li>• Attention to detail, organised and problem solving.</li> <li>• Effective verbal communication.</li> <li>• Literacy and numeracy appropriate to the position.</li> <li>• Computer literate.</li> <li>• Customer, team and safety focussed.</li> <li>• Fluency in English language.</li> <li>• Ability to communicate successfully with people of other cultures.</li> <li>• Ability to maintain confidentiality and to handle issues with sensitivity.</li> <li>• Flexible and adaptable.</li> <li>• Ability to work unsupervised and under pressure.</li> </ul>
<b>KEY DUTIES</b>	<ul style="list-style-type: none"> <li>• Act as a representative of Puffing Billy Railway</li> <li>• Adhere to all company values, principles and procedures including: <ul style="list-style-type: none"> <li>○ OH&amp;S requirements</li> <li>○ Rail Safety Management System requirements</li> <li>○ Passenger Operations procedures</li> <li>○ Code of Conduct</li> </ul> </li> <li>• Meet and greet customers and provide information about platform and facilities including train timetables.</li> <li>• Handle cash and eftpos transactions/Reconciliations as required (not currently)</li> <li>• Maintain presentation of booking office – brochures/signage.</li> <li>• Present a bright and positive attitude to the travelling public.</li> <li>• Assist with Group Travel Bookings /arrivals</li> </ul>
<b>PHYSICAL CONDITIONS</b>	<ul style="list-style-type: none"> <li>• Manual handling task (0 – 9kg)</li> <li>• Gripping, holding, clasping with fingers/hands.</li> <li>• Hand/arm movement i.e. stacking, reaching, typing and sorting.</li> <li>• Sitting at workstation.</li> </ul>

<b>BENEFITS OF VOLUNTEERING AT PUFFING BILLY RAILWAY</b>	<ul style="list-style-type: none"> <li>• Being part of the volunteer team of an award-winning heritage railway tourist attraction</li> <li>• Volunteer recognition activities</li> <li>• Discounts on products, food and events</li> <li>• Free tea, coffee and hot chocolate when volunteering</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>	Closed Toe Black Shoes/Boots, Black or Navy Pants, White Shirt, Black Tie, Dark PBR Jumper/Vest, PBR Jacket
<b>TRAINING</b>	Puffing Billy Railway will provide on the job training and a comprehensive induction program.
<b>LEADERSHIP</b>	Informal
<b>ON SITE WITH POSSIBLE ACCESS TO CHILDREN?</b>	Yes
<b>COMPLIANCE REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Satisfactory and current Working with Children Check</li> <li>• A satisfactory National Police Check that Puffing Billy Railway will arrange periodically as per policy.</li> <li>• Category 3 Rail Safety Health Assessment which PBR will facilitate and provide at no cost.</li> <li>• Conflict of Interest Declaration</li> <li>• Participate in reaccreditation programs.</li> <li>• Hold a PBR crew card when on duty</li> </ul>

<p>Volunteers are required to:</p> <ul style="list-style-type: none"> <li>• Behave in ways that are consistent with the Code of Conduct issued during the onboarding process.</li> <li>• Agree to work in a manner that is safe for themselves, other volunteers and paid staff.</li> <li>• Divulge any pre-existing medical conditions, injury or illness or changes to their health.</li> <li>• Agree to undertake duties and the minimum service requirements as specified in this Volunteer Role Description</li> </ul>
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*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.*

*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*



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!**