

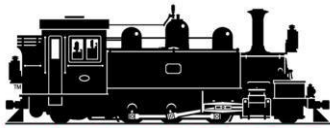
Volunteer Role Description – Entry Level

About the Puffing Billy Railway Volunteering Experience

Puffing Billy Railway offers a unique volunteering experience at its 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. Review all our various entry level roles to find the one that suits your interests, capabilities and time. Training is provided ensure each new volunteers volunteering journey is informed and enjoyable.

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

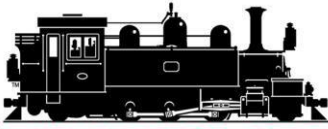


PUFFING BILLY RAILWAY

PHYSICAL REQUIREMENTS	<ul style="list-style-type: none"> • Ability to be on your feet for most of the shift • Possible exposure to hot surfaces and cold conditions
BENEFITS OF VOLUNTEERING AT PUFFING BILLY RAILWAY	<ul style="list-style-type: none"> • Being part of an award-winning tourist attraction and volunteer team • Volunteer recognition activities • Discounts on products and events • Free parking • Regular news updates and social events • Opportunity for other volunteer roles subject to interest, availability and suitability
UNIFORM REQUIREMENTS	<p>Volunteer is to provide:</p> <ul style="list-style-type: none"> • Black long sleeve shirt with collar • Black pants • Black closed toe shoes <p>Puffing Billy Railway will provide:</p> <ul style="list-style-type: none"> • Black apron
TRAINING	<p>Puffing Billy Railway will provide on the job training with a mentor for all or retail outlets</p>
COMPLIANCE REQUIREMENTS	<ul style="list-style-type: none"> • Current Working with Children Check • A satisfactory National Police Check that Puffing Billy Railway will arrange • Category 3 rail safety health assessment which PBR will facilitate and provide at no cost • Two Character References • Hold a PBR crew card when on duty • Conflict of Interest Declaration
SELECTION PROCESS	<p>Our Volunteer Services Team will assess the new application based on the organisation'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

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 and adhere to our Child Safe 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!