



Position description

Title:	VISITOR EXPERIENCE OFFICER
Group/Branch:	Visitor Experience
Status:	Part Time or Full Time or Casual
Location:	Belgrave and all locations along the PBR corridor
Reports to:	Passenger Services Supervisor
Direct Reports:	Nil
Hours/Days of Work:	As rostered or contracted - weekend work will be required by arrangement
Requirements	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and periodic checks as per policy Completed Category 3 National Standard for Helath Assessment of Rail Safety Workers

Job Purpose

The Visitor Experience Officer welcomes all visitors, including children to Puffing Billy Railway (PBR) providing information for a safe and enjoyable experience. The role supports customer focused activities and experiences including those at the Lakeside Visitor Centre.

Key Duties & Responsibilities

- Assist with general customer queries and concerns
- Assist with leading and supporting volunteers rostered in Passenger Service roles
- Provide safety briefings and ensuring safe practices are followed by team members and visitors
- Booking Office and ticket sales
- Passenger management and crowd control
- As rostered and when required support the Passenger Services team across various activities, including but not limited to conducting
- Act as guides for tours as and when required
- Meeting with and supporting visiting groups, including children's groups and explaining child safe practices
- Oversee and ensure that only registered volunteers are rostered and participating in activities at PBR that this position is overseeing
- Maintain a Child Safe environment including reporting responsibilities and procedures (note: this position will have direct contact with children)
- Actively participate in continuous improvement activities, including learning and development and performance management programs
- 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

- Good verbal and written communication skills



- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work as a team & to lead by example
- Strong organisational skills, with ability to prioritise and follow-through
- Focus on service excellence, exceeding internal and external customer expectations
- Solid numeracy and literacy skills

Qualifications & Experience Required

- Familiar with booking systems
- Experience in customer service and crowd control
- Skills with working with a culturally diverse customer base – ability to speak languages other than English viewed favourably

Key Relationships

- PBR staff, volunteers, and visitors.
- External stakeholders including elected officers and senior management in 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 – 20kg) • Gripping, holding, clasping with fingers/hands. • Exposure to hot surfaces, dust, heat, and fumes. 	<ul style="list-style-type: none"> • Hand/arm movement i.e. clasping, reaching. • Walking on uneven surfaces. • Machinery noise. • Responsibility for the safety of others.

Additional Notes

- Weekends and public holiday work will be required on rostered basis
- As Puffing Billy Railway's peak time is during the Victorian school holiday period, taking leave during school holidays is limited
- 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 Safety and Wellbeing Policy and Child Safe and Wellbeing 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. Signing this document supersedes any previous position description.

Employee Name		Employee Signature		Date	
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Approved By:	Passenger Services Manager	Date:	August 2024
Last Updated By:	People and Culture	Date:	August 2024



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!