

Position description

Title:	Visitor Experience Officer
Branch/Department:	Visitor Experience - Passenger Services
Status:	Part Time
Location:	Belgrave and all locations along the PBR corridor
Reports to:	Passenger Services Supervisor
Direct Reports:	NIL
Hours/Days of Work:	As rostered
Requirements	<p>Current Victorian Working with Children Check (WWCC)</p> <p>Resolved National Criminal History Check and periodic checks as per policy</p> <p>Completed a National Transport Commission Category 3 Health Assessment Medical</p>

Job Purpose

The Visitor Experience Officer welcomes all customers, 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 Managing Passenger Guides
- Assisting other departments as required with ad-hoc tasks
- Booking Office and ticket sales
- Passenger management
- As rostered and when required support the Passenger Services team across various activities
- Act as guides for VIP tours and at the Lakeside Visitor Centre.
- Meeting with and supporting visiting groups
- Maintain a Child Safe environment including reporting responsibilities and procedures
- May have direct contact with children and will be required to follow all appropriate policies
- Provide an explanation of Child Safe Practices at PBR
- Supervise toileting procedure of visiting school groups
- Oversee and ensure that only registered volunteers are rostered and participating in activities at PBR that this position is overseeing
- Observe other PBR workers interacting with children.
- Assist with Child Safety risk analysis
- Will actively participate in continuous improvement – learning and development programs and performance management programs
- Adhere to all company values, principles, policies and procedures



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 un-supervised and under pressure
- 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 to manage cash handling

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 desirable
- An understanding of Puffing Billy’s history and current business desirable.

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.
- Act as a role model by demonstrating safe work behaviours.

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) • Gripping, holding, clasping with fingers/hands • Working outside in all weathers 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting • Walking on uneven surfaces • Sitting at workstation • 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 Safety and Wellbeing Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants maybe 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
Signed: _____ Date: _____

Approved By:	Nicoleta Giurgiu	Date:	August 2022
Last Updated By:	Elizabeth Oxworth	Date:	August 2022



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!