

THE BENDIGO TRUST



Position Description

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| <u>POSITION TITLE:</u> | Tram Conductor |
| <u>LOCATION:</u> | Bendigo Tramways |
| <u>EMPLOYMENT STATUS:</u> | Volunteer |
| <u>REPORTS TO:</u> | Traffic Superintendent |
| <u>REVIEWED:</u> | February, 2009 |

OUR ORGANISATION

The Bendigo Trust is a not for profit organisation responsible for managing, maintaining and promoting three of Bendigo's leading visitor attractions: Central Deborah Gold Mine, Bendigo Tramways and the Discovery, Science & Technology Centre, as well as the Bendigo Joss House.

The Trust's commercial objectives are directly related to increasing the level of year round visitation to all attractions. To achieve this it will undertake activities that will entice local, national and international visitors to discover Bendigo and our attractions, to stay as long as possible and encourage their return.

OUR MISSION

We make Bendigo's History come to life.

OUR VISION

We preserve, activate and promote Bendigo's working history through centres in and around Bendigo which display representative collections relevant to the region's history and environment. We encourage an interest in Australian history, and Bendigo's history in particular.

The role of the Tram Conductor contributes to The Bendigo Trust reaching the vision by:

- a) Providing a welcoming presence to all tram passengers and passing on a love of Bendigo and its heritage assets
- b) Assisting in the smooth running of tram tours

OUR PRINCIPLES

The principles which guide board members, staff and volunteers of The Bendigo Trust are:

- Respect* We act with respect for each other, our visitors, and the sites and collections entrusted to us
- Integrity* We act with integrity in all our dealings
- Excellence* We seek excellence in performing our roles, we are professional in all our dealings, and always seek to identify and implement better processes and solutions to problems
- Cooperation* We keep each other well informed and cooperate both in-house and with our stakeholders to achieve the aims of the Trust

PRIMARY OBJECTIVE

The primary objective of the Conductor is to assist the Tram Driver in operating the tram in a safe manner and to provide high level customer service and well informed commentary to tram passengers.

KEY RESPONSIBILITIES & DUTIES

- To maintain all requirements of accreditation as a Conductor.
- Be responsible for the safe operation of trams under their control as detailed in the Operations Manual.
- Present a clean, tidy and uniformed image to Bendigo Tramways customers
- Provide an enjoyable, knowledgeable and informative commentary to passengers
- Ensure all passengers have a valid ticket and collect fares and sell tickets
- Assist in the conduct of transport tours on a rostered basis (including associated product trams.)
- Work with other Bendigo Trust staff to present a team image to customers
- Comply with OH&S requirements
- Any other duties as required

SKILLS AND ATTRIBUTES/SELECTION CRITERIA

1. Excellent verbal communication skills
2. Excellent customer service skills and experience
3. Good literacy and numeracy skills
4. Good money handling skills
5. Good knowledge of Bendigo and its history, attractions and heritage assets
6. Ability to communicate with a wide range of people including speaking to groups of people, including those whose first language is not English.

SPECIAL REQUIREMENTS

Conductors are required to carry out their duties in accordance with the procedures detailed in the Operations Manual, and have successfully completed training and passed the relevant examination. Conductors must have attained the minimum age of 15 years.

- Current *Around the Track Personnel* (Category 3) Medical Certificate signed by a Doctor approved by Bendigo Tramways
- Current Conductor's Certification
- Current Motor Vehicle Drivers' Licence

TRAINING

Conductors will initially commence as Ticket Sellers to enable them to gain experience before undergoing Conductor Training.

Conductor Training will consist of practical demonstration and participation sessions conducted by a Driver and Conductor Trainer, to a standard approved by the Tramways Superintendent or Responsible Person.

OCCUPATIONAL HEALTH, SAFETY AND WELFARE REQUIREMENTS

Employees are responsible and accountable for:

- Complying with workplace procedures for risk identification, risk assessment and control.
- Participation in activities associated with the management of the workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.

The Bendigo Trust has a policy of no smoking in the workplace in line with current health and safety practice.

The Bendigo Trust is committed to a zero tolerance of alcohol and illicit drugs in the working environment, and will take all practicable steps to endeavour that all persons reporting for, or on duty have a zero blood level for alcohol and illicit drugs and are not impaired by other drugs.

PAY AND CONDITIONS

This is a volunteer position

HOURS OF WORK

Bendigo Trust attractions are open seven days per week, every day of the year except Christmas Day. This position is voluntary and duties are carried out every day. Out of hours work may be required at times to meet visitor demand and the requirements of the business.

Enquiries

For further information, please contact Anita at Bendigo Tramways Ph: 5442 2821