

Volunteer Role Profile



Role title:	Station Booking Office Clerk
Department:	Commercial
Responsible to:	Duty Manager / Office staff
Hours:	09.45 to 5.15 (but may be later on special events)
Purpose:	To sell train tickets (and other products), and to provide information to the public.

Main duties and responsibilities:

- Sell tickets to customers in accordance with the ticketing conditions of the Avon Valley Railway, using both cash and the credit card machine.
- Give information to customers and answer questions during the day.
- Assist with selling Season Tickets, pre-booked Dining Train and other event tickets using the online booking system.
- On quiet days, assist office staff with administrative tasks including answering telephone enquiries.
- Keep the Ticket Office tidy and leave it clean for the next day.
- Reconcile cash held against tickets sold. (fill out end of day paperwork on the computer).

Training:

You are not expected to have all the skills that you will require to carry out this role. Training will be provided, to enable you to carry out your role with confidence and to the standards set.

- Full induction and ongoing support, including Health and safety
- How to complete paper work

However, we do expect you to;

- be of tidy appearance and wear reasonably smart clothes (or the Avon Valley Railway polo shirt), black trousers & shoes
- adhere to all food safety, health & safety and fire procedures
- not report for duty under the influence of alcohol or narcotics
- be friendly, polite and helpful
- be reliable and responsible

- work well with the team and well as on your own initiative
- be confident when meeting new people
- be comfortable with cash handling and basic maths

Benefits of volunteering:

All of our volunteers are members of the Avon Valley Railway Heritage Trust and whilst this costs a nominal subscription fee, it gives you access to a number of benefits, including:

- Discounted travel on our usual steam and heritage diesel train services
- Discounted purchases from the Gift Shop and Buffet (Buffet only when you're on duty)
- Access to great social activities, including away days and social evenings
- The chance to support us in keeping your railway heritage alive in the Avon Valley