

Volunteer role description and how to apply

Customer Service Officer

Volunteer Customer Service Officers are integral to the team delivering Transport Heritage NSW's (THNSW) program of safe, engaging and quality public events and programs.

Customer service volunteers perform a variety of public-facing and support roles, to ensure the successful delivery of events, public programs and unique heritage experiences at THNSW's rail museums and other locations.

Key to success in this role is an exceptional, pro-active customer service attitude, excellent interpersonal skills, and the ability to communicate and work effectively with a diverse range of people of all interests, ages and backgrounds. Additionally, you will take pride in the highest standards of personal presentation, a passion for excellence and a strong 'safety first but can do' attitude.

Duties include:

- providing excellent customer service at all times
- engaging the public in a positive and friendly way, acting reasonably under all conditions and responding quickly to changing situations
- providing visitors with a warm welcome and general information
- assisting with visitors' enquiries
- promoting and selling heritage rail experiences, retail merchandise and entry tickets
- politely ensuring visitors respect the exhibits, collection and facilities
- supporting a happy and safe enjoyment for all.

Volunteering with THNSW in these roles would suit someone interested in transport, community, history, and museum or tourism operations.

About the organisation

THNSW is a not-for-profit, member-based organisation with a strong volunteer community. THNSW operates the NSW Rail Museum, the Valley Heights Locomotive Depot Heritage Museum, plus produces a series of much-loved festivals and events, and heritage rail experiences.

Express your interest

If you are interested in these opportunities, please take the following steps:

- If you haven't already, apply for a Working With Children Check. For volunteers, this is a **free** application that can be completed via [this link](#). You will need to supply us with the WWCC number and the approval documentation in your application.
- Read THNSW's Code of Conduct. In the application form, you will be asked to declare you have read, understood and agree. See the code [here](#).
- Read THNSW's webpage, [What We Do](#), especially the policies and procedures documentation.
- Complete the form providing:
 - general information about you
 - a brief outline of your skills
 - why you're interested in volunteering with us
 - a resume (optional)
 - emergency contact details
 - your WWCC number and expiry date.
- Once you have completed the form, email your resume (optional), WWCC documentation and any other relevant support items (such as Certificates or proof of training) to: volunteers@thnsw.com.au

Important Note – this volunteer role is located at the NSW Rail Museum, Thirlmere; you will need to provide your own transport.

If you have any questions about the application process, please send an email to volunteers@thnsw.com.au

All aboard!

APPLY