



Customer Service Representative - Counter Staff Operations - Interislander

Purpose:

To strengthen the brand of Interislander by providing excellent customer service in the delivery of the bookings, ticketing and check- in services, including passenger and commercial vehicles.

To ensure the customers' terminal experience is straightforward and administered efficiently by Customer Services staff so that passengers embark/disembark and freight is loaded/unloaded quickly, efficiently and safely from vessels.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to "walk the safety talk."

Dimensions:

Reports to: CV and Passenger Delivery Manager

Responsible for: Nil

Location: Wellington or Picton Terminal

Budget: N/A

Internal Contacts: CV and Passenger Delivery Manager
 CSR Team Leader
 Turnaround Manager
 Terminal Staff
 KiwiRail Staff
 Security Manager
 KiwiRail Departments
 Marketing/Call Centre/CV Service centre

External Contacts: Customers
 Tug operations contractor
 Bus, Taxi and Tour operators



Key Accountabilities

Bookings, Ticketing and Check In Duties

Bookings, Ticketing

- Customer's individual booking needs and preferences are established and accommodated wherever possible.
- Sales and customer satisfaction are optimised by providing comprehensive up to date, product knowledge, including current and future promotions, booking advice and recommendations.
- Bookings are efficiently and accurately made through the computerised Reservation System (ORCA)
- Ticket sales are in accordance with the Terminal Operations Manual and Interislander's accounting policies (e.g Cash Handling Handbook)

Check In and Boarding Duties

- Ensure checked in luggage is correctly labelled, within luggage allowable volume.
- Segregate and stow luggage according to whether fragile, Nautical Miles or required for connecting train
- Identify Dangerous Goods and ensure correct stowage.
- Verify ticket or voucher details. Issue boarding pass.
- Reconcile ticket sales and miscellaneous transactions with revenue collected, prepare banking and submit to the Customer Service Supervisor or Turnaround Manager.
- Assistance is provided to other Customer Service staff where required, supporting an efficient service to customers at peak times.
- All boarding passes are issued using the 'Pelorus Booking Pass System' and in accordance with system instructions
- Manage departure process ensuring all boarding passes are issued, pre boarding and arrival announcements are made and customer information is updated.
- Issues boarding passes for bicycles, dogs and other walk on articles.

Customer Service

- Deliver an easy and effective travel experience to our customers.
- Ensure that customers with special needs are catered for appropriately.
- Provide prompt, efficient and personalised service to customers, taking all possible steps to meet the individual customer needs.

- In the event of delays follow “ Disruption Plan” Guidelines in Operating Manual ensuring customers are kept fully informed.
- Takes ownership for finding timely solutions to customer queries and complaints, showing empathy and patience towards irate customers.
- Ensure an up to date knowledge of on-board facilities in order to respond to customer enquiries.
- Records formal complaints and ensure the appropriate people are notified.
- Identify issues and constraints and problem solve including dealing with lost property issues.
- Any other duties as directed by the Customer Services Supervisor.

Health and Safety

- Responsible for complying with the Health & Safety system standards, procedures and statutory requirements within your area of responsibility
- Responsible for your own safety and that of other employees, contractors and customers within your work environment
- Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within work area.

Records Management

- Ensure you are aware of the policy and procedures around the creating, maintaining and destruction of records.
- Ensure no records are altered, transferred or destroyed before the disposal date or without authorization.
- All records are to be kept in the relevant filing system, including emails.

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none"> • Previous experience dealing with the public. • Previous experience in hospitality or tourist industry. 	<ul style="list-style-type: none"> • Previous ticketing or booking type experience.

Education:

Essential:	Desirable:
<ul style="list-style-type: none"> • NCEA Level 2 or relevant administration experience. 	<ul style="list-style-type: none"> • Tertiary qualification in the Tourism Industry