

# KiwiRail | Position Description

## CUSTOMER LOGISTICS SPECIALIST POSITION DESCRIPTION KIWIRAIL FREIGHT

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### **Role Purpose:**

As a Customer Logistics Specialist, you are responsible for ensuring customer cargo is booked and delivered to its final destination in a timely and efficient manner within specification. This will include the daily completion of tasks such as reporting and analysis, forecasting, customer contact and query resolution, road and rail co-ordination, freight booking and communication management.

This is a full-time front line Customer Service role. This position involves shift work on a 24/7 rotating roster, which will include work over nights and weekends.

In order to succeed in this role you'll possess excellent customer service skills, and at all times you'll need to act with the customer in mind. You will be able to prioritise your workload to ensure customer deadlines are met. You will confidently perform under pressure, and demonstrate an ability to juggle multiple tasks and demands on a daily basis. You will possess reporting and analysis skills, coupled with well-developed written and verbal communication skills. You will also need to demonstrate good keyboard skills.

### **Key Relationships:**

Responsible to:	Customer Contact Supervisor – Domestic Sidings
Internal Relationships:	Wider Contact Logistics Team, Sales Team, Process and Planning Team, Linehaul Logistics Team, KiwiRail Managers and Staff.
External Relationships:	KiwiRail Customers, Domestic and IMEX

### **Dimensions:**

Delegations:	As per HR Delegations and Delegated Financial Authorities (on Intranet)
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<b><u>Location:</u></b>	8 Stanley Street, Parnell, Auckland
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## Key Responsibilities and Accountabilities:

Tonnage Management	Result / Measurements
<ul style="list-style-type: none"> <li>• Ensure Train bookings are managed to ensure optimal utilisation of services</li> <li>• Liaise with the Key Account Executives (KAE's) to ensure special customer requirements are investigated and action</li> <li>• Management of wait listed freight</li> <li>• Assist in developing, implementing and managing a recovery rail plan for disruptions on the Rail Network</li> </ul>	<ul style="list-style-type: none"> <li>• IMEX Bookings are processed and confirmations sent to customers within 24 hours</li> <li>• Domestic Bookings are processed and confirmations sent to customers within 2 hours</li> <li>• Urgent bookings completed with 30 minutes</li> <li>• Special customer requests responded to within 1 hour</li> <li>• 0% of waitlisted bookings on non-domestic services</li> <li>• Waitlisted bookings on domestic services limited to 20%</li> <li>• Customers advised of delays / exceptions, and the recovery plan executed.</li> </ul>
Customer Contact	Result / Measurements
<ul style="list-style-type: none"> <li>• Liaise with customers for all their freight requirements</li> <li>• Deal with customers regarding any cargo handling issues and complaints – escalating issues to the relevant people where required and following up</li> </ul>	<ul style="list-style-type: none"> <li>• Positive customer feedback</li> <li>• 90% calls answered within 10 seconds</li> <li>• 100% booking accuracy</li> <li>• All non-urgent emails actioned within one working day, and resolved within 24 hours</li> <li>• All urgent emails actioned within 60 mins</li> <li>• Minimum phone logon of 80% of rostered shift hours.</li> <li>• Cargo reaches destination, in full, on time, in specification</li> <li>• Key Account Executives are advised of issues within 2 hours of any incident</li> <li>• Errors rectified with maximum efficiency</li> <li>• Minimize Cargo handling errors due to contact team process compliance</li> <li>• Total cargo care philosophy practiced and fostered</li> </ul>
Process Improvement	Result / Measurements
<ul style="list-style-type: none"> <li>• Identify areas for improvements in process and systems</li> </ul>	<ul style="list-style-type: none"> <li>• Process change demonstrates increased efficiency and/or higher customer satisfaction</li> </ul>
Reporting and Analysis	Result / Measurements
<ul style="list-style-type: none"> <li>• Create customer specific reports</li> <li>• Run daily reports</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and accurate reporting of issues, risks and trends</li> </ul>



<ul style="list-style-type: none"> <li>• Prepare demand reports and analyse trends</li> <li>• Manage the Exception system</li> </ul>	<ul style="list-style-type: none"> <li>• Minimize cargo exceptions</li> <li>• Customer satisfaction increases over time</li> </ul>
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Administration	Result / Measurements
<ul style="list-style-type: none"> <li>• Filing</li> <li>• Responding to enquiries</li> <li>• Assisting to help other team members out as required</li> <li>• Other duties as may reasonably be required</li> </ul>	<ul style="list-style-type: none"> <li>• Helpful, cooperative team manner</li> <li>• Ability to solve problems with peers with a minimum of fuss</li> <li>• Collaborative approach</li> </ul>
Health and Safety	Result / Measurements
<ul style="list-style-type: none"> <li>• Take all practicable steps to prevent harm to self and others</li> <li>• Participate in H&amp;S and induction training as requested</li> <li>• Comply with all HSE legislation, regulation, code of practice, safe operating procedure, best practice relevant to your responsibility.</li> <li>• Understand your responsibilities as outlined in the HSE Toolkit</li> <li>• Participate in injury management &amp; rehabilitation processes if injured at work</li> <li>• Report work-related harm, pain or discomfort immediately</li> <li>• Report all hazards and accidents immediately</li> <li>• Participate in emergency evacuations</li> <li>• Maintain H&amp;S knowledge relevant to the position</li> <li>• Follow all safety instructions and wear PPC&amp;E as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Health and safety practices are all followed</li> </ul>

## Person Specification

Area	Essential	Desirable
<b>Education</b>	NCEA Level 1 or equivalent	<ul style="list-style-type: none"> <li>▪ NZCE or similar</li> <li>▪ Formal customer service training</li> </ul>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Minimum of 2 years' Customer Service/Logistics experience</li> <li>▪ Intermediate data entry and MS Office (Excel, Outlook) skills</li> <li>▪ Clear telephone manner with excellent written and verbal communication</li> </ul>	<ul style="list-style-type: none"> <li>▪ 3 years or more experience working in Customer Service in Freight/Shipping or Logistics</li> <li>▪ Transport industry experience, ideally within the rail environment</li> <li>▪ Advanced keyboard skills – ideally with knowledge of customer management systems</li> <li>▪ Previous exposure to a rostered 24/7 shift work pattern</li> </ul>



		<ul style="list-style-type: none"> <li>▪ Good geographical knowledge of New Zealand</li> </ul>
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Competencies	
Customer Focus	<ul style="list-style-type: none"> <li>• Is dedicated to meeting the expectations and requirements of internal and external customers</li> <li>• Gets first hand customer information and uses it for improvements in products and services</li> <li>• Acts with the customer in mind</li> <li>• Establishes and maintains effective relationships with customers</li> <li>• Gains their trust and respect</li> </ul>
Composure	<ul style="list-style-type: none"> <li>• Is cool under pressure</li> <li>• Doesn't become defensive or irritated when times are tough</li> <li>• Is considered mature</li> <li>• Can be counted on to hold it together during tough times</li> <li>• Can handle stress</li> <li>• Is not knocked off balance by the unexpected</li> <li>• Doesn't show frustration when resisted or blocked</li> <li>• Is a settling influence in a crisis</li> </ul>
Priority Setting	<ul style="list-style-type: none"> <li>• Spends his/her time and the time of others on what's important</li> <li>• Quickly zeros in on the critical few and puts the trivial many aside</li> <li>• Can quickly sense what will help or hinder accomplishing a goal</li> <li>• Eliminates roadblocks</li> <li>• Creates focus</li> </ul>
Approachability	<ul style="list-style-type: none"> <li>• Is easy to approach and talk to</li> <li>• Spends the extra effort to put others at ease</li> <li>• Can be warm, pleasant and gracious</li> <li>• Is sensitive to and patient with other peoples anxieties</li> <li>• Builds rapport well</li> <li>• Is a good listener</li> <li>• Is an early knower, getting informal and incomplete information in time to do something about it</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>• Probes all fruitful sources for answers</li> <li>• Can see hidden problems</li> <li>• Is excellent at honest analysis</li> <li>• Looks beyond the obvious and doesn't stop at the first answers</li> </ul>
Dealing with Paradox	<ul style="list-style-type: none"> <li>• Can act in ways that seem contradictory</li> <li>• Is very flexible and adaptable when facing tough calls</li> <li>• Can combine seeming opposites like being compassionately tough, stand up for self without tramping others, set strong but flexible standards</li> <li>• Can act differently depending upon the situation</li> </ul>



	<ul style="list-style-type: none"> <li>• Is seen as balanced despite the conflicting demands of the situation</li> </ul>
Time Management	<ul style="list-style-type: none"> <li>• Uses his/her time effectively and efficiently</li> <li>• Values time</li> <li>• Concentrates his/her efforts on the more important priorities</li> <li>• Gets more done in less time than others</li> <li>• Can attend to a broader range of activities</li> </ul>

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