



Position Description

Wellington-Palmerston North Region CUSTOMER & CREW MANAGER

Purpose

The Capital Connection Customer & Crew Manager is responsible for ensuring the smooth and timely operation of our KiwiRail operated Inter-Regional Commuter & long-distance passenger services on a daily basis in the Wellington-Palmerston North operating region. This role is responsible for managing the rail service operation, service improvements, operational training and resources for KiwiRail-operated Inter-Regional Commuter & long-distance passenger services within the region, with a particular focus on Capital Connection services.

Maintain visible on-site leadership at Palmerston Railway station for Capital Connection Commuter Services and provide on-board crew, Commuter Management and Facilities/Security teams with a key contact at the Palmerston North crew base.

This role will also be accountable for delivering on excellent service to our customers by developing and implementing a staff culture based on customer service values and behaviours which strive for service excellence.

Leadership Role

As a key leadership role within KiwiRail this role has with other senior roles the specific responsibility for supporting the KiwiRail Way by:

- Creating and communicating the agreed shared outlook for KiwiRail
- Creating and enhancing an engaged culture throughout KiwiRail
- Being committed to keeping the business tightly controlled while driving an attitude of growth and improvement
- Creating the visibility of the key information in your area of accountability so that it is easily shared and understood by the business as a whole

Dimensions

Reports to:	Manager Commuter Dotted line to Customer Experience Manager
Responsible for:	Capital Connection Train Managers Capital Connection Train Attendants
Location:	Palmerston North preferred
Budget:	TBC
Internal Contacts:	Scenic Trains managers and employees Interislander managers and employees Strategy & Growth Group managers and employees RSAS managers and employees
External Contacts:	Suppliers Passengers



Key Responsibilities and Accountabilities:

Operational Performance

- Manage the operation of the KiwiRail long-distance passenger timetables and charters services on a daily basis, in accordance with service plans
- Develops, monitors and reviews service operations standards ensuring that they are in line with agreed operational targets
- Initial management of operational incidents, investigations and resultant management recommendations
- Act as a support for the National Operations and Charters Manager, and the National Operations Support Officer to provide the business with 24/7 coverage to respond to disruption situations across the Scenic Trains business (including KiwiRail Inter-city Commuter)
- As directed, compile and send out disruption notification messaging internally and externally, in line with Standard Operating Procedures
- Facilitate with a disruption response by communicating with / arranging external providers such as coaches, accommodation, catering and cleaning to ensure customers are cared for, to ensure the negative aspects of a disruption are mitigated as far as reasonably practicable
- Ensure that KiwiRail can demonstrate extracting best value for money where external support may be required
- Liaise with internal departments to ensure impacts of a disruption are understood, communicated to affected parties, and options are assessed and progressed
- Collate and report all costs relating to a disruption
- Identify areas for improvement within current processes
- Manages the collection and collation of operations information and statistics as required
- Takes accountability for ensuring rolling stock planned, maintained and cleaned regularly
- Ensures service level agreements are met

Leadership

- Ensure the Palmerston North-based team is engaged in the business and the preferred culture is presented and developed in the team
- Establish clear objectives for their team and ensure all staff are aware of customer service objectives, strategies, performance targets and processes
- Be aware of, and ensure that the organisation complies with all legislation
- Ensure Performance reviews are completed as per the KiwiRail policy
- Develop partnerships with relevant external organisations
- Address staff non-performance issues in a timely manner
- Ensure that there is compliance with all Employment Legislation, Employment Contracts and the KiwiRail Human Resources Policies, Procedure and Guidelines and any other relevant legislation.
- Provide uniform and staff amenities to staff as required
- Ensure new staff are onboarded and trained according to the required standards
- Completes and implements day to day staff roster changes, resource planning (including leave approvals) and administration in accordance with set budgets and resource allocations
- Act as the main point of contact at Palmerston North Station for the on-board crew based at this location
- Provide on-site support to ensure efficient processes and procedures are implemented and continuously improved
- Manage inventory, receive goods and process orders for stock/consumables at Palmerston North Station



- Ensure that standards such as cleaning, passenger processing and baggage handling for Long Distance Scenic Trains are met
- Ensure engagement with associated stakeholders
- Ensure site-specific safety equipment checks, risk registers and risk assessments are completed and documented

Customer Service

- Promote KiwiRail by providing a high quality of customer service which meets specified customer service standards. Answers customer enquiries, provides information and assistance in a positive and welcoming manner
- Encourages and implements continuous improvement of front-line customer service
- Answers customer enquiries, provides information and assistance
- Responds to and resolves customer complaints and suggestions
- Provide customer service to customers who enter the station during operating hours, including performing check-in functions for Tourism services as required
- Lead the on-site response to a disruption at Palmerston North Station when Palmerston North to Wellington services are disrupted, including engaging directly with affected customers
- Manage Palmerston North Station building and environment standards in conjunction with KR Facilities and KR Security teams

Zero Harm

- Actively foster a workplace environment that encourages a positive Zero Harm culture involving all parties (internal and external)
- Actively encourage the prompt reporting of hazards and incidents
- Participate in injury management & rehabilitation processes if staff members are injured at work
- Ensure that all accident and/or incident reports are managed consistently and that appropriate corrective actions are being implemented
- Ensure all reporting staff hold current licences-to-operate and other certifications as directed by the business
- Ensure all staff follow the established policies and procedures when loading and unloading passengers and stock/goods
- Ensure employee Health and Safety training is undertaken and training records are signed, complete and kept on file
- Maintain compliance with all HSE legislation, regulation, code of practice, safe operating procedure and best practice relevant to your responsibility
- HR Policies and processes are followed, documentation is kept as appropriate
- Full compliance with all relevant legislation, contracts and KiwiRail HR Policies, Processes and Procedures



Person Profile

Essential:	Desirable:
<ul style="list-style-type: none"> • Have or in process of obtaining Train Manager qualification • The ability to work to tight deadlines and understand rapidly-changing scenarios; • The ability to work both autonomously and in a team environment; • Expertise in communicating, evaluating and problem-solving. • Experience and confidence in using a range of IT programs to complete a range of tasks; • Experience in staff rostering in a unionised shift-work environment; • Ability to engage with staff members and build effective relationships with internal and external customers. • Experience in the requirements and processes to ensure provision of customer service and associated support functions in a tourism rail environment. • Basic working knowledge of NZ employment and health and safety legislation. 	<ul style="list-style-type: none"> • Previous experience in the Hospitality/Tourism industry.

Education:

Essential:	Desirable:
<ul style="list-style-type: none"> • Relevant operational experience from a comparable industry 	<ul style="list-style-type: none"> • Tourism / customer service qualifications • Rostering / Quintiq training / experience • SAP qualifications / experience • Fluency in Te Reo Māori and/or New Zealand sign language • Language qualifications for a NZ Tourism priority language (Mandarin / Japanese / Korean / Spanish / German / French) OR emerging market language (Indonesian / Hindi / Portuguese)

