



Customer Services Manager Operations - Interislander

Purpose:

The Customer Services Manager will be accountable for the implementation of customer service initiatives, as directed and developed by the Fleet Operations Manager, on board their assigned vessel.

The core purpose of this role is to manage the customer service operation on board and deliver customer service strategies to ensure an exceptional on board travel experience. Our service needs to be our point of difference from the competition to ensure that our customers keep coming back, this role will drive the continuous improvement in this area.

The role will have direct leadership responsibility for the ship based customer service crew and will be accountable for delivering KPI's for their area of responsibility which will cover Zero Harm, People Engagement, Operational Performance, Customer Engagement and Financial targets.

The Customer Services Manager may work across all three ships covering for leave, sickness and other absence. They will provide a consistency of service approach regardless of ship or crew they are working with. There will also be opportunities for Shore based project work at times.

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: Assistant Customer Service Delivery Manager

Responsible for: Assistant Customer Service Manager x1
Crew Leaders x3
Walk on Walk off Cabin Attendant crew
Live on Board Catering Crew

Location: One of Interislander's vessels. The nature of this role is Live on Board. Walk On Walk Off or Shore Based work will be required at times. Please note you may be swapped across vessels as required either in a relief or permanent basis.



Internal Contacts: All Interislander Customer Service Delivery teams
Marketing Team
Customer Team
Ship and Shore Operations Team
Fleet Operations Manager
Human Resources Team
Learning and Development Team
Finance Manager
Communications Manager - Corporate

External Contacts: Unions – specifically the Maritime Union of New Zealand in most cases.
Suppliers
Travelling Customers

Key Accountabilities

Customer Service
<ul style="list-style-type: none">• Implement and deliver customer service strategies on board as set by the Fleet Operations Manager.• Be the key liaison point between the on board customer service teams and the Customer Service Delivery Manager, with regard to the implementation of the customer service strategies.• Work with the Assistant Customer Service Delivery Manager to develop and implement customer service initiatives on board that align to the strategy and deliver on increased passenger spend and customer satisfaction.• Champion the customer’s experience for Interislander through all interactions and identify their needs and expectations.• Identify and work with the Assistant Customer Service Delivery Manager in implementing training opportunities for customer service staff to improve their service delivery as well as career development opportunities.• Ensure a high standard of cleaning is carried out by staff to ensure customers experience a clean, tidy, pleasant environment.• Ensure all staff have a high level of knowledge regarding the vessel in order to answer customer inquiries.• Ensure all customer complaints on board are appropriately and promptly responded to taking every opportunity to fully resolve problems and achieve the most positive outcome for the customer. This may require liaising within managers of different departments.• Work with the Assistant Customer Service Delivery Manager in implementing standard operating procedures for customer services, ensuring that they are embedded into the business.• Ensure tour groups, on board visitors and promotions are planned, scheduled and catering requirements are accommodated.

Leadership

- Provide leadership to the customer services teams on board the assigned vessel that results in innovation, initiative, ownership of problems, personnel accountability, and engagement in the business.
- Ensure communication between all staff and departments on-board is open, accurate, complete and timely.
- Manage performance in a way that provides staff with a clear understanding of their objectives and the performance and behaviours expected of them. Addresses non-performance directly and within the company HR practices and policies.
- Ensure Performance Development Plans are in place for all staff. Mutually agree on targeted KPI's for the upcoming performance year.
- Develop all staff by providing appropriate and targeted training and development opportunities, as required.
- Lead investigations and disciplinary processes for alleged misconduct or serious misconduct of staff.
- 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.
- Ensure all staff are fully briefed and updated on new products, customer service initiatives, promotions, price changes and any operational changes on board the vessel.
- Contribute to the strategic planning of staff and rostering requirements for customer services, in line with the labour budget for the assigned vessel.
- Identify, assist, develop and deliver project work (ship or shore based) as required, including time and cost estimates, project schedules, quality measures, standards and processes to improve Interislander service delivery.

Customer Service Metrics

- Agree and set targeted KPI's with the Assistant Customer Service Delivery Manager for ownership and delivery to drive improvements. Regularly report on progress against these KPIs.
- Ensure that all direct reports have a set of targeted KPI's that will support the delivery of the overall objectives and measures for IIL customer service.
- Provide the Assistant Customer Service Delivery Manager with regular formal and informal operational performance, quality and BePoz reports.
- Monitor and measure customer satisfaction and on board spend using the information to drive change.
- Budget management of the Customer Service team on board the assigned vessel ensuring we are optimizing spend, staying within budget and measuring our return on investment against customer related activities.

- Ensure BePoz is fully utilized and respect of sales, products, inventory supplies, security and systems administration
- Carry out stock takes and identify and address any variances on a regular basis.

Zero Harm

- Actively foster a workplace environment that encourages a positive Zero Harm culture involving all parties (internal and external) working with the domestic sales team.
- 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 staff follow the established policies and procedures when loading and unloading passengers and freight.
- Ensure employee Health and Safety training is undertaken and induction 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.

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none"> • 3 plus years' experience in leading customer focused businesses. • Experience identifying and delivering new customer experiences and offerings. • Experience of budget management and other financial management skills. • Superior communications and presentation skills. • 3 plus years' experience in people management in a mid-management level within a medium to large sized organisation. 	<ul style="list-style-type: none"> • Knowledge of global tourism. • Experience working within the transportation, tourism or hospitality industries. • Previous experience as a mid-level manager in a highly unionised work force.

Education:

Essential:	Desirable:
<ul style="list-style-type: none"> • Tertiary qualification in Business/Tourism management or relevant work experience. 	

