



Customer and Corporate Host (Full Time)

Wellington Railway Station

Team:	Reception	Location:	Wellington Railway Station
Reports to:	Corporate Workspace Manager	Job family:	N/A
Role Type:	Permanent Full Time	Salary:	

About Us

KiwiRail's Role in Aotearoa, New Zealand

KiwiRail delivers sustainable and inclusive growth for our customers, our communities and our people.

For more than 150 years, rail in New Zealand has connected communities, delivered goods and people around the country and showcased our spectacular scenery to the world. Our purpose 'Stronger Connections, Better New Zealand,' speaks to connected people, networks, journeys, experiences, and ways of working that move KiwiRail, the transport sector and New Zealand forward.

Our Workplace

At KiwiRail our values define the behaviour we expect from everyone. We have a team of over 4500 people and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard.



Health, safety and wellbeing is our number one priority. Good safety is good business

About the Role

Purpose of the role

The reception area is the first point of contact with the customers, suppliers, and the public. It is important that this area and the office environment is well maintained and presented in a consistently tidy manner to display KiwiRail as a professional organisation to visitors. This role also plays a key part in supporting the corporate office spaces, facilities, visitor car park management and providing assistance to the wider KiwiRail Team..

Key Accountabilities

Reception Area

- Being the first point of contact for both internal and external visitors, ensuring they are welcomed in a professional and efficient manner.
- Answering internal and external calls promptly, as the main switchboard operator, with back up from the other Corporate Hosts, and transferring calls to the correct areas of the business.
- Arranging couriers as needed.
- Providing guest Wi-Fi passwords to visitors, as required.
- Ensuring reception area is kept tidy and in good order, at all times.
- Assisting with catering for meetings once it arrives in the office, when required.
- Ensuring "Who's on Location" kiosks are working and available with ample stocks of labels.
- Supporting the Part Time Customer and Corporate Host in the Wellington Office.

General Administration

- Sorting all incoming mail daily and alerting staff (and following up) on the collection of mail from the mail room.
- Ensuring courier deliveries are collected from reception promptly and external courier deliveries are logged correctly.
- Managing kitchen and utility area stock, including weekly stocktakes.
- Managing milk deliveries for all of Wellington Railway Station, including increasing/decreasing the order due to peak times/holidays etc.
- Providing administrative support where possible and as directed.

Workspaces

- Ensure that meeting rooms are reset each day and as required.
- Ensure that furniture is reset and put back in the correct locations.
- Managing keys and access for contractors into the building, weekly checks of visitor's cards and access control.
- Managing internal lost property.

Security

- Following agreed practice to issue permanent security and ID passes to new staff as needed.
- Issuing temporary security passes to visitors, contractors and visiting staff members – ensuring records are kept and maintained as needed.
- Ensuring that all temporary passes are returned on time, following up where necessary.
- Ensuring that access cards are returned or blocked when employees and contractors leave KiwiRail.
- Ensure that the access system register is kept up to date.
- Maintaining the key register and sign out process.
- Ensuring you are familiar with Emergency Button procedure.

Key challenges

- Maintaining empathy, sensitivity and a customer-oriented mindset while dealing with diverse situations.
- Working with a variety of teams on different timelines and with different expectations.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	All employees		✓	✓	
External	All visitors, guests, and contractors to reception		✓	✓	

What you will do to contribute

Health Safety and Wellbeing

- Safety is the first priority of all rail employees on the national rail system.
- Responsible for complying with rail safety system standards, procedures, and statutory requirements within your area of responsibility.
- Responsible for your own safety and that of other rail employees, contractors, and visitors within your work environment.
- Be aware of First Aid processes and procedures.
- Be the Fire Warden for reception area.
- Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area.
- Adhere to KiwiRail's health and safety requirements and take responsible for maintaining a proactive approach regarding both personal wellbeing as well as that of fellow employees, associated client personnel, sub-contractors, and members of the public.
- Report all accidents and incidents to your immediate supervisor within one hour.

Customer Focus

- Provide a positive customer experience.
- Support a customer-focused culture at KiwiRail.
- Know our services well and explain them to customers.
- Respond quickly to customer needs.
- Develop solutions to meet customer requirements.
- Work with colleagues to improve customer outcomes.

Records Management

- Ensuring you are aware of the policy and procedures around the creating, maintaining and destruction of records.
- Ensuring no records are altered, transferred, or destroyed before the disposal date or without authorisation.
- Ensuring you clearly document your work activities and established files are clearly identified so others can find them.
- All records are to be kept in the relevant filing system, including emails.

Decision Making

Not applicable for this role.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil
Budget (operating and capital)	Nil
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage.
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee).
- carrying of laptop and paperwork when alternating between home and office.
- occasional lifting and carrying of items weighing up to 20 kg independently.

Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.

About you

Knowledge and experience

- Experience in administration/ reception or customer service environment.
- Well organised and able to prioritise conflicting demands.
- Excellent customer service skills.
- Excellent communication skills.
- Attention to detail.
- Professional appearance and presentation.
- Ability to build strong relationships with stakeholders.
- Able to deal with challenging personalities.

Ways of working / Work-related qualities

- You stay calm and composed in the face of challenges or ambiguity.
- You communicate well at all levels.
- You prioritise safety by identifying and addressing hazards, ensuring the wellbeing of others.
- You build rapport with customers, ensuring their needs are understood and met.

Other Requirements

- You can pass regular drug and alcohol screenings.

Qualifications

- 4 year's secondary school.

