



Senior Sales and Service Consultant, Passenger

Position Description

Team:	Travel Centre Passenger	Location:	Christchurch
Reports to:	Travel Centre Manager		
Role Type:	Permanent		

About Us

KiwiRail’s Role in Aotearoa, New Zealand

KiwiRail, a proud State-Owned Enterprise, delivers sustainable and inclusive growth for our customers, communities, and people.

For more than 150 years, rail in New Zealand has connected communities, delivered freight and passengers around the country, and showcased our spectacular scenery to the world. Our purpose—Hononga Whaikaha, Oranga mo Aotearoa (Stronger Connections, Better New Zealand)—speaks to connection with our customers and the future needs of their businesses, connection with the communities we serve and operate in, and connection with each other. KiwiRail is carrying this legacy into the future, delivering connected rail and shipping transport services that create economic, social, and environmental value for New Zealand and New Zealanders.

Our Workplace

Interislander has been connecting New Zealand across Cook Strait for over 60 years. Interislander are the original Cook Strait Ferry, sailing between the North and South Islands (Wellington and Picton) every day, carrying passengers and freight. Along with breathtaking views, enjoy the onboard locally sourced cuisine, premium lounges and onboard activities.

Great Journeys New Zealand is the train tourism division of KiwiRail. GJNZ operate three scenic train journeys throughout the country, traveling from Auckland on the North Island all the way to Greymouth on the west coast of the South Island. In 2022 GJNZ introduced multi-day rail tours, events and packages, growing the scenic rail day trips to be a regionally focused inbound operator.

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.



Safety, health, and well-being are our number one priority, ensuring our people return home safe and healthy every day.

About the Role

Purpose of the role

The Senior Sales & Service Consultant is responsible for delivering exceptional customer experiences while providing senior operational support across our Customer Contact Centre. This role combines expert customer service and train sales capability with leadership in disruption management, customer communications, reporting and continuous improvement to enable growth.

The role acts as a subject matter expert for advising and responding to complex customer enquiries and operational issues including, coordinating customer communications during necessary service changes or disruptions. The role will be familiar and comfortable with using customer insights and performance data to identify opportunities to improve sales conversion, customer satisfaction and operational effectiveness.

Working collaboratively across Customer & Growth, Great Journeys Operations and other business units, the Senior Sales & Service Consultant contributes to continuous improvement initiatives, supports system enhancements and promotes best practice to ensure KiwiRail consistently delivers outstanding customer experiences.

Health, Safety and Wellbeing are fundamental to everything we do. This role demonstrates a visible commitment to KiwiRail's safety-first culture.

Key Accountabilities

Within the area of responsibility, this role is required to:

Customer Enquiry Management & Conversion

- Manage and support the team through B2B and B2C customer enquiries from initial contact through to confirmed Great Journey's train bookings.
- Champion best practice and maximise enquiry-to-booking conversion through timely follow-up, effective customer engagement and tailored travel solutions.
- Actively manage open train enquiries, quotations and incomplete bookings to improve conversion outcomes.
- Lead by example in achieving and exceeding trains sales targets, demonstrating strong commercial acumen while inspiring and influencing team members to maximise sales opportunities and deliver exceptional customer outcomes.
- Deliver exceptional customer service across all customer channels, including phone, email, chat and social media.
- Promote KiwiRail's trains, tours, events, and ferry products, identifying opportunities to enhance customer itineraries and overall experience.

Booking & Operational Excellence

- Develop team capability and best practice in processing train bookings, amendments, cancellations and refunds accurately and efficiently.
- Lead the team and support the management of complex requests, group bookings and specialist travel requirements.
- Maintain high standards of booking accuracy, documentation and customer communication.
- Support Contact Centre operations, station check-in activities and customer disruption management as required.
- Provide emergency on-call support when required.

Commercial Performance & Insights

- Track and collate r enquiry volumes, booking activity and conversion performance.
- Prepare sales and operational performance reporting for the Travel Centre Manager.
- Identify trends, barriers to conversion and opportunities to improve customer outcomes and commercial performance on a continuous improvement basis.
- Contribute to achieving agreed conversion, revenue and customer satisfaction (NPS) targets.

Process & Systems Improvement

- Identify and recommend opportunities to simplify booking processes and improve operational efficiency.
- Support continuous improvement initiatives across the Contact Centre and wider business as necessary.
- Champion effective use of booking systems, CRM and customer technologies to increase overall business performance.
- Maintain high standards of data quality and system integrity.

Capability & Team Support

- Act as a senior specialist within the Customer Contact Centre, providing guidance and support to team members.
- Support the Travel Centre Manager with workforce planning and team rostering to ensure appropriate staffing levels are maintained, balancing customer demand, operational requirements, and leave management
- Acting as first point of contact for escalation of customer concerns, queries or complaints.
- Share product knowledge, booking expertise and best practice to lift team capability on a continuous basis.
- Support onboarding, coaching and ongoing development of colleagues.
- Role-model exceptional customer service, enquiry management, sales conversion and booking practices.
- Support the Travel Centre Manager and provide recommendations to embed consistent processes, service standards and ways of working on an ongoing basis.

Key Challenges

- Balancing exceptional customer service with achieving commercial and operational objectives.
- Managing customer expectations and maintaining positive relationships during service disruptions.
- Coordinating accurate and timely customer communications where operational information is changing rapidly.
- Identifying opportunities to improve sales conversion while maintaining a customer-first approach.
- Analysing customer and operational data to identify trends and make practical recommendations for improvement.
- Supporting continuous improvement initiatives while maintaining day-to-day operational performance.
- Maintaining expert knowledge of products, systems and operational processes in a dynamic environment.
- Influencing positive outcomes and team wide best practice without formal people leadership responsibilities.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Travel Centre Manager		✓	✓	✓
	Passenger Marketing, Product Development, Operations, Customer Experience & Revenue		✓	✓	✓
	Sales / Trade Team Passenger		✓	✓	✓
	Brand Strategy Team C&G			✓	✓
	Travel Centre Teams			✓	✓
	Revenue team Passenger		✓	✓	✓
	Crew & onboard Experience GJNZ & commuter			✓	✓
	Fleet operations GJNZ & commuter			✓	✓
	ILL Crew Operations			✓	✓
External	Tourism Industry partners: TIA, TNZ, RTOs, etc			✓	✓
	Technical stakeholders			✓	✓
	Customers		✓		

What you will do to contribute

Health Safety and Wellbeing

- Follow safety procedures across all Travel Centre, café, and station environments.
- Demonstrate a visible commitment to KiwiRail's safety-first culture.
- Follow all health, safety and operational procedures.
- Identify, report and assist in managing hazards, incidents and near misses.
- Promote a safe environment for customers, colleagues and visitors.
- Support customer and team wellbeing, particularly during operational disruptions.

Customer Focus

- Deliver exceptional customer experiences across phone, email, webchat, social media and face-to-face interactions.
- Manage complex customer enquiries and escalations with professionalism, empathy and sound judgement.
- Provide expert advice on Scenic Journeys products, services, fares and travel options.

	• Build positive relationships with retail customers, travel agents, wholesale partners and tourism operators. • Identify opportunities to improve customer satisfaction and the overall customer experience. • Act as a senior point of contact for complex customer issues.
High Performing Teams Skills	• Act as a senior technical specialist, providing day-to-day guidance, support and coaching to colleagues. • Share knowledge, expertise and help implement best practice across the team. • Coach and support colleagues with complex customer enquiries and processes. • Support onboarding and training of new team members. • Build effective working relationships across Customer & Growth, Operations and other business areas. • Demonstrate KiwiRail values and contribute positively to a collaborative, high-performing team culture.
Sales & Commercial Focus	• Contribute to achieving agreed enquiry conversion, passenger revenue and customer satisfaction (NPS) targets. • Maximise sales opportunities through effective customer engagement, needs identification, upselling and cross-selling. • Identify trends and opportunities to improve enquiry conversion, booking efficiency, customer outcomes and commercial performance. • Monitor enquiry, booking and sales activity, preparing accurate reports and providing insights to support business performance and decision-making. • Optimise the use of booking systems, CRM and other customer platforms to improve customer management, sales effectiveness and operational efficiency. • Process bookings, amendments, refunds, credits and payment transactions accurately, ensuring compliance with company policies and maintaining strong commercial awareness. • Promote KiwiRail passenger products, services and promotional campaigns, providing expert advice tailored to customer needs. • Contribute to continuous improvement initiatives that enhance sales performance, customer experience and operational effectiveness.
Disruption Management & Communications	• Coordinate customer communications during delays, cancellations and service disruptions. • Prepare and distribute timely customer notifications across appropriate communication channels. • Liaise with operational teams to ensure customer information is accurate and consistent. • Coordinate booking amendments, refunds, credits and compensation in accordance with policy. • Support continuous improvement of disruption communication processes and customer messaging.

Operational Excellence

- Process bookings accurately and in accordance with company policies and service standards.
 - Maintain expert knowledge of reservation systems, products and operational procedures.
 - Support station operations, customer check-in and boarding activities as required.
 - Complete reconciliation and administrative activities accurately and on time.
 - Ensure compliance with audit, financial and operational requirements. Professionalism & Accountability – Demonstrates initiative, reliability and ownership, consistently role modelling KiwiRail's values and customer service standards.
 - Support operational priorities across Auckland, Wellington and Christchurch, responding flexibly to changing business needs and customer demand.
 - Coordinate seating management, emergency phone coverage and customer communications to ensure smooth day-to-day operations and effective disruption response.
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Reporting & Continuous Improvement

- Prepare regular reports on customer activity, sales performance, service disruptions and operational metrics.
- Analyse customer feedback, booking trends and sales conversion data to identify opportunities for improvement.
- Make recommendations to improve customer experience, operational efficiency and commercial performance.
- Participate in system enhancements, testing and continuous improvement initiatives.
- Contribute to projects that improve customer service delivery and Travel Centre performance.

Decision Making

This role exercises judgement and makes independent day-to-day decisions relating to:

- Customer enquiries, bookings, amendments and refunds within delegated authority.
- Prioritisation of customer enquiries and follow-up activities to maximise conversion.
- Resolution of complex customer issues and escalation where appropriate.
- Recommendations to improve enquiry conversion, customer experience and operational processes.
- Booking system utilisation and data integrity.
- Customer communication priorities during normal operations and service disruptions.
- Day-to-day guidance and technical support provided to colleagues.

The role contributes advice and recommendations to the Travel Centre Manager on:

- Enquiry conversion performance and customer trends.
- Sales and operational reporting.
- Process improvements and system enhancements.
- Team capability development and knowledge sharing.
- Customer experience initiatives and continuous improvement opportunities.

More significant commercial, financial or operational decisions are escalated to the Travel Centre Manager.

Success in the role is demonstrated through:

- Increased enquiry-to-booking conversion.
- High levels of customer satisfaction (NPS).
- Accurate and timely booking administration.
- Strong sales and operational reporting.
- Improved team capability and knowledge sharing.
- Continuous improvement of systems and processes.
- Compliance with KiwiRail policies, procedures and data security requirements.

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
- limited lifting of up to 7 kg archive boxes

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

- Demonstrated experience in call centre based customer service, tourism, travel, hospitality or a related customer-focused environment.
- Experience working with call centre reservation, booking and CRM systems.
- Proven ability to manage complex customer enquiries and resolve issues professionally and effectively.
- Experience coordinating customer communications, particularly during operational changes or service disruptions.
- Strong commercial awareness with experience identifying sales opportunities and contributing to revenue growth.
- Experience monitoring performance metrics and using data to identify trends and improvement opportunities.
- Experience supporting process improvements, system enhancements or continuous improvement initiatives.
- Confidence working across both B2B and B2C customer environments.
- Sound financial administration skills, including payment processing, reconciliation and audit compliance

Ways of working / Work-related qualities

You are someone who:

- Puts customers at the centre of every interaction while balancing commercial and operational outcomes.
- Builds trusted relationships through clear, professional and empathetic communication.
- Remains calm, resilient and solutions-focused when working in a fast-paced or changing operational environment.
- Uses sound judgement to make informed decisions and resolve complex customer issues.
- Takes ownership, demonstrates initiative and follows through on commitments.
- Uses data and insights to identify opportunities to improve customer experience and business performance.
- Embraces change and actively contributes to continuous improvement.
- Shares knowledge, supports colleagues and contributes to a collaborative, high-performing team.
- Is organised, adaptable and able to manage competing priorities effectively.
- Demonstrates professionalism, integrity and accountability in all aspects of their work.

Other Requirements

- Current and valid New Zealand Driver Licence.
- Ability to work a flexible roster, including weekends, public holidays and extended hours when required.
- Ability to travel between KiwiRail locations where required.
- Ability to meet KiwiRail's pre-employment and ongoing medical, drug and alcohol testing requirements.

Desirable Qualifications

- Certificate, Diploma or tertiary qualification in Tourism, Travel, Hospitality, Business or a related discipline.
- Qualification or training in customer service, sales or continuous improvement.
- Equivalent experience in a senior customer-facing role within the travel, tourism, transport or hospitality industry.