

KiwiRail | Position Description

Train Attendant Hamilton to Auckland

Purpose:

To provide prompt, willing and professional service to ensure all customers enjoy an exceptional on-board experience, strengthening the brand of Kiwirail and the client.

Is responsible for food and beverage service in the café car, and holds accountability for providing quality customer service and others duties as assigned.

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: Customer Services Support Manager.
On a day to day operational basis this role will get direction from the Train Manager

Responsible for: N/A

Location: Hamilton

Internal Contacts: Train Managers
National Rostering and Disruption Coordinator
Station Attendants
Locomotive Engineers
Scenic Trains / KiwiRail Management and Employees

External Contacts: Hamilton to Auckland Train Customers
Auckland Transport
Waikato Regional Council representatives
TranzDev Auckland employees
iSites
Travel Centres
Local tourist attractions

Key Accountabilities

Operational Performance
<ul style="list-style-type: none">• Keeps passenger safety and security as key focus• Identifies and reports train operating faults to Train Manager• Assist in operating all bus replacements (transshipments), emergency situations and disruptions to service in a professional and efficient manner and keep customers fully informed of the situation:<ul style="list-style-type: none">○ Reason for delay○ Estimated delay○ Alternative services• The Public Address (PA) system should be used to inform passengers wherever possible.• When cleaning staff are not available for cleaning of services, with the Train Manager you are responsible for the cleanliness of the service – specifically at turnaround points in Auckland.• Understand Safety and Emergency Procedures relevant to the role and fleet-type, and be able to confidently address any emergency scenario, including supporting the Train Manager with a passenger management response when on-board.• Completes e-learning and other educational programmes and courses to ensure ongoing individual crewmember compliance with standards.• Prepare items for loading onto trains from storerooms, and complete this loading as required.
Customer Service
<ul style="list-style-type: none">• Provides high quality customer service which consistently meets specified customer service standards is delivered each day on each train to all passengers.• Welcomes and connects with every customer, discovering their needs and appropriately suggesting products to enhance service and increase sales.• Greets and deals with customers in a prompt courteous and willing manner.• Ensures all products sold, support a positive, professional image of the Kiwi Rail Capital Connection brand, enhancing the passenger experience.• Assists Train Manager to ensure customers are kept fully informed in the event of delays or disruptions• Deals with customers affected by delayed or disrupted services in a helpful and sympathetic manner• Carries out cleaning duties and rubbish collection.

- Providing information relating to the Auckland Metro network and Waikato Regional Council transport options to customers as required.
- Assists with luggage handling where required.
- Conducts stock-loading and stock counting / reconciliation.
- Promote KiwiRail Commuter services by providing a high standard of customer service:
 - Be present at the train on arrival at platform and prior to departure in order to perform necessary checks and to assist passengers
 - Provide assistance to customers in need, e.g. elderly customers, parents with young children, disabled passengers, and those with luggage
 - Keep customers informed of any delays / variation to services
 - Use the Public Address (PA) system to inform passengers wherever possible
 - Maintain a cheerful and positive approach

On-Board Sales and Service Performance

- Cover for Ticketing duties in case of high customer demand and/or for customers presenting at the cafe.
- Issue tickets and collect revenue in an efficient manner, ensuring that passengers are charged and given change correctly as required in accordance with the applicable Standard Operating Procedures.
- Ensures all food safety requirements and procedures are consistently applied in food storage, handling and preparation.
- Ensuring proactive and timely “at seat” service is performed, where applicable
- Keeps merchandise displays full, tidy and attractive.
- Ensuring food and beverage presentation standards are met.
- Maximises retail sales and customer satisfaction through comprehensive product knowledge, purchase recommendations and add-on / upselling
- Carries out all cash handling and transactions in line with cash handling policies and procedures as required
- Ensures Till and EFTPOS transactions are completed with minimum of errors.
- Completes accurately all on-board forms and promptly pays-in cash as required

Teamwork and Personal Appearance

Actively engage and commit to KiwiRail’s Values and Code of Conduct by:

- Maintaining professional communication with all staff.
- Providing support to other train crew, team members and other Scenic Trains employees.
- Supporting a culture of continuous improvement by contributing constructive feedback, ideas and initiatives to KiwiRail management.
- Ensuring staff uniform code is consistently applied and personal presentation is of the highest standard.
- Providing back up and support to all functions as required.

Health and Safety

- Maintain passenger safety and security as a priority and focus.
- Comply with all HSE legislation, regulation, code of practice, safe operating procedure, best practice relevant to your responsibility.
- Keep up to date and complies with all safety bulletins, changes to codes and practices.
- Maintain responsibility for your own safety and that of other employees and contractors within your work environment.
- Apply basic first aid to passengers as required.
- Maintain responsibility for the identification, reporting and initial control of any safety or environmental hazard identified within work area.

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none">• Previous customer service experience• Be able to obtain Train Manager Certification including KiwiRail Category 2 Medical fitness.• Able to gain and maintain certifications in First Aid, Tunnel & Gas Awareness, Emergency procedures, Food and Hygiene and Electrical Awareness.• Able to gain, in the future if required, a manager's certificate / liquor licence.• Is personally fit and active, with high levels of stamina and resilience to cope with the rigours of up to 13 hour shifts• Is in good health and is capable of passing the company's medical standards• Capable of lifting loads weighing up to 20kg• Holds a Clean Full Drivers Licence	<ul style="list-style-type: none">• Enthusiastic and keen to perform well.• Well organised• Maintains a high standard of personal presentation and grooming.• Previous experience in hospitality or tourist industry.

Education:

Essential:	Desirable:
<ul style="list-style-type: none">• NCEA level 3 or equivalent or previous hospitality industry experience.	<ul style="list-style-type: none">• Tertiary qualification or relevant experience

