



Position Description

Catering Coordinator – North Island Great Journeys New Zealand

Purpose:

To support the Great Journeys New Zealand business by delivering a high level of service in a consistent and professional manner, always ensuring internal service standards and safety requirements are observed.

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: National Operations Support

Responsible for: Nil

Location: Wellington Railway Station

Internal Contacts: Onboard Managers
Train Operational Leads
Customer Hosts
Customer Services Manager
Customer Services Representative
Catering and Luggage Coordinator Officer

External Contacts: Great Journeys New Zealand customers
Contractors and suppliers

Key Accountabilities

Operational Performance
<ul style="list-style-type: none">• Compilation, loading and rotation of all stock, ensuring the catering on each train is of the specified standard, professionally presented and reflects a café style service with sufficient food and dry stock onboard to cater for the number of passengers being carried.• Performs the role of purchasing officer, ordering and controlling stock on behalf of Great Journeys New Zealand, dealing with any necessary supplier and quality assurance issues.• Assistance with catering planning and implementation for special charters including all Adhoc services.



- Food Safety standards, compliance requirements and food handling practices specified are understood and adhered to.
- Accurate completion of all forms and stock sheets and completion of monthly and yearly stocktakes.
- Enters information into computer systems to enable accurate records of catering performance to be measured.
- Contributes to and carries out continuous service improvements initiatives and is prepared to go the “extra mile”.
- Works in other areas and within different departments as and when required.

Health and Safety

- Take all practicable steps to prevent harm to self and others
- Participate in H&S and induction training as requested
- Comply with all SHW legislation, regulation, code of practice, safe operating procedure, best practice relevant to your responsibility.
- Participate in injury management & rehabilitation processes if injured at work
- Report work-related harm, pain or discomfort immediately
- Report all hazards and accidents immediately
- Knowledge of specific controls for identified site hazard registers.
- Report any emergency and environmental incidents situations to management
- Follow all safety instructions and wear PPE as appropriate

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none"> • Proven customer service skills and a strong customer service ethic • Proven inter-personal communication ability • Proactive with a high level of initiative • Excellent personal presentation • Physically fit and active, with a high level of stamina and resilience • Excellent problem solving skills • Willing to work shifts including weekends and public holidays. • Computer experience 	<ul style="list-style-type: none"> • Customer service experience • Handles pressure and difficult situations calmly and effectively and assertively, maintaining customer focus preserving a positive company image and always exercising sound judgement. • High levels of energy and commitment along with enthusiasm. • Personal commitment to continual improvement to achieve prescribed service levels.



Education:

Essential:	Desirable:
<ul style="list-style-type: none">NCEA Level 2	<ul style="list-style-type: none">Travel and tourism industry knowledge and skills.

