



# Position Description

## Customer Logistics Specialist Operations

### Purpose:

As a Customer Logistics Specialist, you are responsible for ensuring customer cargo is booked and delivered to its final destination in a timely and efficient manner within specification. This will include the daily completion of tasks such as reporting and analysis, forecasting, customer contact and query resolution, road and rail co-ordination, freight booking and communication management.

This is a full-time front-line Customer Service role. This position involves shift work on a 24/7 rotating roster, which will include work over nights and weekends.

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 Day of Operations Manager
- Location:** Local Depot
- Internal Contacts:** Wider Contact Logistics Team, Sales Team, Process and Planning Team, Linehaul Logistics Team, KiwiRail Managers and Staff
- External Contacts:** Port Companies & Container Parks, KiwiRail Customers, Domestic and IMEX

### Key Accountabilities

Tonnage Management
<ul style="list-style-type: none"> <li>• Ensure Train bookings are managed to ensure optimal utilisation of services</li> <li>• Liaise with the Key Account Executives (KAE's) to ensure special customer requirements are investigated and actioned</li> <li>• Management of wait listed freight</li> <li>• Assist in developing, implementing and managing a recovery rail plan for disruptions on the Rail Network</li> <li>• IMEX Bookings are processed and confirmations sent to customers within 24 hours</li> <li>• Domestic Bookings are processed and confirmations sent to customers within 2 hours</li> </ul>



- Urgent bookings completed with 30 minutes
- Special customer requests responded to within 1 hour
- 0% of waitlisted bookings on non-domestic services
- Waitlisted bookings on domestic services limited to 20%
- Customers advised of delays / exceptions, and the recovery plan executed.

### Customer Contact

- Liaise with customers for all their freight requirements and respond to enquiries efficiently
- Deal with customers regarding any cargo handling issues and complaints – escalating issues to the relevant people where required and following up
- 90% calls answered within 10 seconds with 100% booking accuracy
- All non-urgent emails actioned within one working day, and resolved within 24 hours
- All urgent emails actioned within 60 mins
- Minimum phone logon of 80% of rostered shift hours.
- Cargo reaches destination, in full, on time, in specification
- Key Account Executives are advised of issues within 2 hours of any incident
- Errors rectified with maximum efficiency
- Minimize Cargo handling errors due to contact team process compliance
- Total cargo care philosophy practiced and fostered

### Zero Harm

- Complies with all rail safety system standards, codes, procedures and statutory requirements within area of responsibility
- Identifies and reports accidents, incidents and safety or environmental hazards within work area to immediate manager
- Promotes zero harm and identifies non-zero harm behaviours to ensure full team engagement
- Adheres to KiwiRail’s health and safety requirements and takes responsibility for maintaining a proactive approach regarding both personal wellbeing and that of fellow employees, associated customers, sub-contractors and members of the public
- Promotes a clean and tidy workplace to prevent falls, trips and manual handling injuries

### Reporting and Administrative

- Identify areas for improvements in process and systems to increase customer satisfaction
- Report in a timely and accurate manner ensuring issues, risks and trends are identified.
- Create customer specific reports, run daily reports and prepare demand reports and analyse trends
- Manage the Exception system
- Minimize cargo exceptions to ensure customer satisfaction increases over time
- Filing and general administrative processes are accurate and timely
- Assisting to help other team members out as required
- Other duties as may reasonably be required

## Person Profile



<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>▪ Minimum of 2 years' Customer Service/Logistics experience</li> <li>▪ Intermediate data entry and MS Office (Excel, Outlook) skills</li> <li>▪ Clear telephone manner with excellent written and verbal communication</li> </ul>	<ul style="list-style-type: none"> <li>▪ 3 years or more experience working in Customer Service in Freighting/Shipping or Logistics</li> <li>▪ Transport industry experience, ideally within the rail environment</li> <li>▪ Advanced keyboard skills – ideally with knowledge of customer management systems</li> <li>▪ Previous exposure to a rostered 24/7 shift work pattern</li> <li>▪ Good geographical knowledge of New Zealand</li> </ul>

**Education:**

<b>Essential:</b>	<b>Desirable:</b>
NCEA Level 1 or equivalent	<ul style="list-style-type: none"> <li>▪ NZCE or similar</li> <li>▪ Formal customer service training</li> </ul>

