



Customer Master Data & Delivery Support Advisor

Position Description – Customer & Growth

Team:	Customer Delivery	Location:	Auckland
Reports to:	Customer Delivery 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

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 Customer Delivery Support Advisor provides high-quality coordination, administration, and operational support to the Customer Delivery team, including direct support to the GM Customer Delivery and their direct reports.

This newly created role is designed to improve efficiency, consistency, and resilience across KiwiRail by consolidating repeatable administrative activities, standardising processes, and strengthening data and reporting disciplines across the Customer Delivery function.

The role plays a pivotal part in ensuring smooth day-to-day operations across multiple teams, while maintaining a strong customer focus, high levels of confidentiality, and a commitment to Zero Harm.

Health and Safety is fundamental to how KiwiRail operates. You will be a visible safety leader who actively “walks the safety talk”.

You will be an experienced administrator who is highly organised, adaptable, and confident working in a fast-paced, operational environment.

Key skills and experience include:

- Strong administrative background with excellent attention to detail.
- High level of computer literacy, including Microsoft Office (Excel, Word, PowerPoint, Outlook).
- Experience using SharePoint and CRM systems (e.g. MS Dynamics 365) is an advantage.
- Proven ability to plan, prioritise, and organise work independently.
- Experience in data entry, data management, reporting, and light data analysis.
- Strong interpersonal and communication skills, both written and verbal.
- Ability to analyse information, follow processes, and meet deadlines.
- High standards of confidentiality and professionalism.
- Approachable, credible, and confident in dealing with unplanned issues.
- Comfortable “thinking on your feet” and managing competing priorities.

Key Accountabilities

Provide comprehensive administrative support to ensure the effective operation of the Customer Delivery team.

1. Administration Support

- Co-ordinating meetings, appointments, and events, including organising venues, catering, travel, and meeting materials etc.
- Booking travel and accommodation for staff as required.
- Office administration, including coordination of equipment servicing, purchase orders and facilities support.
- Ensuring all administrative deadlines are met and information is accurate and up to date.
- Maintaining a professional, customer-focused approach when dealing with internal and external stakeholders.
- Co-ordinating training, documentation, and attendance records.
- Supporting onboarding activities for new starters, including system access and documentation.
- Assisting with the mapping and improvement of administrative processes.
- Ensuring compliance with KiwiRail policies relating to records management, document retention, and destruction.

- Undertaking additional duties as required to support business needs.

2. CRM, Data & Records Management (Enhanced)

Act as a key administrator and custodian of customer and operational data.

- Maintaining accurate and up-to-date data within CRM systems (MS Dynamics 365).
- Ensuring customer records, contacts, contracts, and service details are complete and current.
- Supporting data cleansing, validation, and integrity checks across CRM and reporting systems.
- Managing document uploads, version control, and metadata within SharePoint.
- Supporting consistent data standards and processes across Customer Delivery.
- Acting as a point of contact for CRM-related administrative queries.
- Supporting reporting requirements by extracting and preparing data from CRM systems.
- Ensuring data is managed in line with privacy, confidentiality, and governance requirements

3. Business Performance & Reporting

Support leadership with timely, accurate, and well-presented reporting.

- Assist with preparing presentations for Customer Delivery leadership.
- Provide administrative support for projects and initiatives, including tracking progress and actions.
- Preparing and distributing meeting minutes, actions, and follow-ups
- Preparing and analysing quality and performance reports to support training, coaching, and continuous improvement.
- Assist with basic quality and performance reporting to support continuous improvement activities.
- Contribute to operational, performance, and customer reporting through data analysis and interpretation.
- Identify trends, risks, and improvement opportunities using data insights from quality assessments.
- Support evidence-based decision-making across the Customer Delivery function

4. Support Customer Delivery Leadership Team

- Maintaining and updating documents, templates, and resources in SharePoint
- Acting as a steward of customer master data
- Supporting Team Leaders with monthly quality assessments across all channels and documentation
- Assisting with quality assurance activities to improve revenue outcomes, customer experience, and culture
- Providing feedback and insights to support leadership decision-making

5. Continuous Improvement

- Proactively Identify opportunities to improve systems, processes, workflows, tools, enhance efficiency and customer satisfaction
- Support initiatives that improve freight scheduling, customer communication, and service delivery

6. Health, Safety and Wellbeing

- Promote a safe and supportive and inclusive work environment that prioritises the health, safety, and wellbeing of all team members.
- Ensure team compliance with KiwiRail's health and safety policies and procedures, proactively identifying and addressing potential risks to maintain a safe workplace.
- Proactively identify, manage, and escalate risks that may impact people, operations, or KiwiRail's reputation.
- Take a proactive approach to identifying and addressing potential risks to maintain a safe workplace.

Key challenges

- Managing multiple stakeholders and competing priorities
- Handling a high and varied workload
- Adapting to changing operational demands and technology
- Managing difficult conversations professionally
- Balancing customer expectations with operational constraints in a dynamic environment

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Customer Delivery Team		✓	✓	✓
	Customer Success and Insights		✓	✓	✓
	KiwiRail Logistics / Planning /LSM / NCM		✓	✓	✓
	KiwiRail Commercial		✓	✓	✓
	Customer Value		✓	✓	✓
	Marketing & Customer Experience		✓	✓	✓
External	IMEX Customers		✓	✓	✓
	Domestic Customers		✓	✓	✓
	Bulk and Forestry Customers		✓	✓	✓
	Contractors (Roading Providers)			✓	✓

What you will do to contribute

Health Safety and Wellbeing

- Implement safety procedures and ensure team compliance
- Analyse workplace risks and develop mitigation strategies
- Promote a culture of safety and wellbeing within your team
- Respond effectively to safety incidents and near-misses
- Support team members' physical and mental health

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
- Solve complex customer issues
- Work with colleagues to improve customer outcomes

High Performing Teams Skills

- Set clear performance standards aligned with KiwiRail's goal
- Build a supportive and cooperative team environment
- Provide timely and constructive feedback
- Actively seek diverse perspectives in problem-solving
- Identify opportunities for coaching and mentoring

Commercial Acumen

- Plan and monitor resource allocation to achieve team objectives
 - Consider financial implications when making recommendations
 - Understand and comply with procurement guidelines
 - Work with suppliers to ensure quality outcomes
 - Recognise how financial decisions impact KiwiRail's overall position
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Decision Making

Makes informed decisions by gathering and analysing relevant information, considering input from key stakeholders, and assessing potential risk and impacts. The ability to communicate key milestones and decisions clearly to all stakeholders, ensuring everyone is kept up to date on progress. Provides clear instructions on next steps and timelines for future updates, fostering transparency and confidence in the decision-making process.

Human Resources Delegations	N/A
Direct reports	0
Finance Delegations	Level 9: \$1,000 Operating Nil Capex
Budget (operating and capital)	TBC
Travel Delegations	Nil (approved by Customer Delivery Manager/GM Customer Delivery)
Statutory powers	Nil

Physical demands and the nature of work

This role is primarily office-based 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

- 5-10 years' PA/ Office administration roles
- Expertise in databases and ability to produce queries and reports esp. MS Dynamics
- Advanced skills in Microsoft Office including Visio
- Proven ability to build strong relationships with customers, colleagues and external partners
- A track record of providing excellent Customer Service
- A sound understanding of health, safety and compliance requirements
- Previous experience in experience in the Freight or Logistics sector will be advantageous

Ways of working / Work-related qualities

- Proven ability to motivate and develop team members
- Excellent verbal and written communication skills
- The ability to thrive under pressure and problem solve
- Able to prioritise competing demands and work to deadlines
- Adaptability and openness to change

Qualifications

Degree in Business Administration, Information Technology, or a related field