



GREAT JOURNEYS  
NEW ZEALAND

## National Customer & Crew Manager

Wellington (or Christchurch)

<b>Team:</b>	Scenic Train Crews	<b>Location:</b>	Wellington Train Station.
<b>Reports to:</b>	Head of Operations and Onboard Experience		
<b>Role Type:</b>	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 National Customer & Crew Manager for Great Journeys New Zealand (GJNZ) is responsible for delivering exceptional guest experiences and leading crew operations across all GJNZ Scenic and Scenic Plus passenger services. This role ensures the consistent delivery of world-class service standards, a safe and high-performing operational environment, and an onboard experience that reflects the premium and unique nature of our journeys.

The National Customer & Crew Manager will:

- be a safety leader within KiwiRail, modelling and reinforcing safe behaviours across all onboard operations
- lead and inspire onboard crews and their leaders to deliver world-class service
- influence and collaborate across all teams involved in the delivery of passenger services at KiwiRail, fostering a customer-centric, excellence-driven, and continuously improving culture
- take direct responsibility for the strategic and commercial management of the onboard experience, ensuring all teams are trained, skilled, and capable of delivering outstanding customer experiences
- ensure crews understand and effectively deliver on the Food & Beverage strategic concepts and implement processes to maximise sales while minimising costs across food, beverage, and onboard retail offerings
- at least twice per week participate in crew briefings, and the check-in/boarding process and at least once per week be there for the arrival/disembarkation of passengers

This role is accountable for delivering excellent service to our guests, embedding a customer-service-focused culture which consistently strives for world-class excellence. It is also responsible for the premium, high-quality delivery of the 'Paddock to Plate' food and beverage experience for our premium guests.

Exceptional customer service should feel both seamless and remarkable, effortless in its delivery yet memorable in its impact. By leading the onboard team, this role inspires a strong commitment to creating experiences which exceed expectations by consistently delivering more than what is expected.

### Key Accountabilities

As a key leadership role within GJNZ, this role is responsible for:

#### Customer Experience

- Lead initiatives to continually enhance service delivery, identify improvement opportunities and ensure high levels of customer satisfaction.
- Enhance customer satisfaction through exceptional service, actively gathering and utilising feedback to improve the customer experience.
- Act as the primary escalation point for customer issues within your teams, ensuring swift and effective resolution to maintain strong customer relationships.

#### Continuous Improvement & Innovation

- Drive a culture of continuous improvement by identifying opportunities to enhance customer and crew experiences through feedback, data analysis, and industry trends.
- Implement innovative solutions to improve service delivery, operational efficiency and overall customer satisfaction.
- Collaborate with the marketing and product development teams to develop promotional strategies for food and beverage offerings. Ensure your teams are able and willing to support PR activity, trade famill opportunities and social media engagement.
- Collaborate with the F&B team to ensure ordering of food and beverage items maximises sales opportunities whilst minimising wastage.

### People Leadership & Development

- Serve as a brand ambassador, ensuring crew members embody the company values and consistently delivers a premium service which aligns with brand expectations.
- Motivate, develop, and lead onboard crews while coaching Onboard Managers and Premium Service Leaders to become reliable, team-focused leaders committed to delivering a world-class service.
- Communicate effectively with crew members, providing clear direction, support, and motivation to achieve team goals.
- Conduct regular performance evaluations, provide constructive feedback and implement strategies to improve individual and team performances.
- Implement training programmes, KPIs and competency measures to ensure all crew members have the skills and knowledge to excel in their roles
- Ensure all required qualifications across the team are maintained efficiently and within required timeframes.

### Operational & Financial Performance

- Maintain and improve roster efficiencies to drive productivity gains and contribute to the overall financial success of GJNZ.
- Make fiscally responsible business decisions which support sustainable growth, improved customer experiences and operational improvements.
- Take a data-driven approach to decision-making across all areas of accountability.
- Ensure regular reporting of key KPIs and relevant operational information to support effective decision-making and accountability.
- Act as a key leader of union communication, fostering constructive and collaborative relationships.

### Safety & Compliance

- Ensure all customer and crew activities comply with health, safety, and regulatory requirements, while fostering a strong safety culture.
- Regularly review and update safety protocols, ensuring crew are trained, competent and aware of their responsibilities in maintaining a safe working and customer environment.

<b>Key Relationships</b>		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	Head of Operations and Onboard Experience		✓	✓	✓
	Lead Onboard Manager/Trainer	✓		✓	✓
	All Scenic Train Crews	✓		✓	✓
	Food and Beverage Manager			✓	✓
	Fleet Operations Team		✓	✓	✓
	Safety Systems Team		✓	✓	✓
	Customer Contact / Travel Centre			✓	✓
	Train Engineers			✓	✓
External	Catering Suppliers			✓	✓
	RMTU (union)			✓	✓

## What you will do to contribute

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### 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

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### 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
- Provide reporting and/or analysis of on-board service delivery
- Encourage a feedback loop for continuous improvement.
- Drive to deliver consistent service across the network

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### 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

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### 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
- Monitor and review all cash EFTPOS and credit transactions received on the trains

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### Records Management

- Follow governance frameworks and systems
- Identify and address governance issues early
- Ensure no records are altered, transferred or destroyed before the disposal date or without authorisation.
- Ensure all records, including emails are kept in the relevant filing system.

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### Leadership

- Provide clear strategic direction as well as setting expectations of performance for all GJNZ crew members.
  - Work collaboratively with other Managers taking a “whole of organisation” approach
  - Clearly define expectations and establish clear KPI's for all crew.
  - Deliver on your own KPIs to the Head of Operations and Onboard Experience.
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## Decision Making

The position is accountable for decisions regarding all performance management of their direct reports. From time-to-time additional projects may be required in support of the Head of Operations and Onboard Experience. Liaising with key stakeholders and maintaining clear communication channels on the development of such projects will be crucial for their successful implementation.

<b>Human Resources Delegations</b>	People Leader
<b>Direct reports</b>	27 – 50 (dependent on time of year)
<b>Finance Delegations</b>	Nil Capex
<b>Budget (operating and capital)</b>	Nil
<b>Travel Delegations</b>	Nil
<b>Statutory powers</b>	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

- 5+ years previous experience in premium Hospitality/Tourism industry. 3+ years leading a team in the hospitality/ tourism industry.
- The ability to work to tight deadlines and understand rapidly changing scenarios.
- The ability to work both autonomously and in a team environment.
- Expertise in communicating, evaluating and problem-solving.
- Tech savvy and able to use a variety of systems.
- Ability to engage with crew members and build effective relationships with internal and external customers.
- Experience in the requirements and processes to ensure provision of customer service and associated support functions (desirable in a tourism environment).
- Basic working knowledge of NZ employment and health and safety legislation.

### Ways of working / Work-related qualities

- You lead your team to identify and address safety hazards, demonstrating care for their wellbeing
- You seek out diverse perspectives and incorporate them into your decision-making process.
- You speak with enthusiasm and tailor your messages to suit the needs of different audiences.
- You guide your team through challenges, ensuring they stay positive and productive despite setbacks.
- You take ownership of team goals, pushing for high standards and fostering a results-driven environment.
- You encourage continuous learning in your team, providing opportunities for development.
- You promote collaboration within the team, ensuring everyone contributes and is supported.
- You focus your team on delivering high-quality service, ensuring customer needs are met.
- You coordinate team tasks, ensuring priorities align with organisational needs.
- You evaluate data thoroughly, making informed decisions that benefit the team and organisation.
- You set clear, stretching goals for your team, providing feedback to address performance gaps.
- You use commercial data to inform team decisions, understanding the impact on business outcomes.

### Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• <b>Relevant operational experience from a comparable industry</b></li> <li>• <b>Tourism/Hospitality/Customer Service Qualifications</b></li> <li>• <b>You have a current and valid NZ Driver's Licence</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Rostering experience</b></li> <li>• <b>SAP qualifications / experience</b></li> </ul>

**CREATING  
STRONGER  
CONNECTIONS**



KiwiRail