



Tour Operations Coordinator, Passenger

Position Description

Team:	Product & Customer Experience, Passenger	Location:	Christchurch, Wellington or Auckland
Reports to:	Tour Operations Manager, Passenger		
Role Type:	1 Year Fixed Term		

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 Tour Operations Coordinator plays a pivotal role in the successful delivery of KiwiRail's Passenger division's escorted tours, group travel, event trains and rail experiences across Great Journeys New Zealand and the Interislander. Working closely with the Tour Operations Manager, broader Product & Customer Experience team, and Travel Centre, this role coordinates the operational planning and delivery of products and experiences, ensuring every departure is prepared, documented and delivered to a high standard.

Key Responsibilities

Within the area of responsibility, this role is required to:

- Co-ordination of end-to-end tour, package and events arrangements an operational delivery, including supplier bookings and liaison.
- Co-ordinate and maintain Tour Guide rosters, training and on tour support.
- Support the Tour Operations Manager in maintaining the annual tour schedule, ensuring departures align with business, operational and customer requirements and resource availability.
- Support tour delivery through monitoring of the tours rostered phone to support operational issues management in a timely manner.
- Deliver operational requirements for events, including but not limited to World of Wearable Arts and other event train experiences.
- Work closely with Tour Guides to ensure tours are delivered safely, consistently and to the expected quality standards.
- Maintain accurate operational documentation, including tour guidelines, supplier information, itineraries, logistics and departure documentation.
- Identify opportunities to improve operational processes and the customer experience through feedback and continuous improvement initiatives.
- Monitor and report on customer feedback and operational performance.
- Assist with loading and maintaining tour and event products within the booking system, ensuring all information is accurate and up to date.
- Collaborate with internal teams to ensure the successful planning and delivery of tours, groups and events.
- Health and Safety is critical to the success of KiwiRail and ensuring that every staff member and contractor returns home in the state that they arrived.
- Assist with invoicing and accounting requirements led by the Tour Operations team.

Key Challenges

- Co-ordination of innovative, unique visitor experiences that align with KiwiRail's brand and strategy.
- Ensuring new products are developed using robust insights and are commercially viable while maintaining high customer satisfaction.
- Managing multiple stakeholders, including internal teams and external partners and suppliers, to successfully launch new offerings.
- Supporting Tour Operations to be sustainably scalable.

Key Relationships

Key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
	Head of Product & CX, Passenger		x	x	x
	Tour Operations Manager, Passenger		x	x	x
Internal	Tour Operations Team		x	x	x
	Health & Safety Business Partner		x	x	x
	Sales and Marketing Team, Passenger		x	x	x
	Travel Centre Team		x	x	x
	Fleet Operations Team			x	x
	Product & Customer Experience Team			x	x
	Food and Beverage Manager			x	x
	Call Centre Team		x	x	x
	Finance Team		x	x	x
	Tour Guides		x	x	x
External	Suppliers: accommodation, activities and transport providers			x	x
	Third party vendors and agencies			x	x

What you will do to contribute

Operational delivery	- Assist with accommodation and activity allocations for tour groups. - Assist with supplier contracts, ensuring suppliers have approved H&S documentation and contracts in place. - Ensure suppliers provide pricing within agreed timeframes to enable retail pricing. - Assist with entering and maintaining tour products in the booking system. - Develop, maintain and continuously update Tour Guide guidelines, operational manuals and supporting documentation to ensure the
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	consistent, safe and efficient delivery of Great Journeys New Zealand tours and experiences. • Help maintain tour schedules from start to finish, booking to finalization • Maintain strong supplier relationships ensuring suppliers are updated with our anticipated sales. • Assist with accommodation and activity allocations for tour groups • Assist with supplier contracts, ensuring all suppliers have approved H&S and contracts in place. • Ensure suppliers provide prices in advance to enable forward retail prices to be implemented. • Process and maintain supplier purchase orders and invoices, ensuring accurate coding, timely processing and reconciliation in accordance with company policies and financial procedure.
Strategy and planning	• Support the GJNZ Tour Operations Manager to plan clear strategies, actions and KPI's for tour operations • Participate in providing guidance to grow the GJNZ offering for all guided services • Work closely with the Food and Beverage manager and suppliers on tour and group product preferences. • Support benchmarking of competitors' products and experiences ensuring we stay current with the development of best practices.
Health Safety and Wellbeing	• Ensure all H&S systems and processes considered at all times. • Responsible for complying with all safety system standards, procedures, and statutory requirements within area of responsibility. • Responsible for your own safety and that of other employees, contractors, and visitors within your work environment • Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area to your immediate manager • Adhere to KiwiRail's health and safety requirements and take responsible for maintaining a proactive approach regarding both personal wellbeing as well as that of fellow employees, associated client personnel, sub-contractors and members of the public. • Report all accidents and incidents to your immediate supervisor within one hour.
Customer and supplier experience	• Review customer and internal feedback with a view to constantly improving the customer experience. • Work with Tour Operations Manager to identify improvements required for operational efficiency and customer experience. • Maintain good supplier relations. • Send feedback to suppliers to ensure continuous improvement • Create and update tour itineraries for products and work with marketing team to ensure details are correct on website.
Administrative support	• Ensure secure filing and use of sensitive information including customer data and supplier commercial agreements

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| | <ul style="list-style-type: none"> • Ensure correct and regular digital filing and records update to enable clear document tracking. |
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Decision Making

- Day-to-day coordination decisions required to prepare tour, group travel and event departures within agreed operational requirements.
- Prioritising operational administration, documentation updates, departure preparation and issue escalation in consultation with the Tour Operations Manager.
- Coordinating Tour Guide rosters, training support and on-tour support requirements within agreed guidance.
- Maintaining booking system, itinerary, supplier, logistics and departure information to support accurate customer and operational delivery.
- Identifying process and customer experience improvement opportunities from feedback and operational performance information.
- Decision to escalate material commercial, contractual, supplier, safety or customer-impacting decisions to the Tour Operations Manager.

Skills and experience

Essential

- 2+ years' experience of tour / travel operations.
- A good understanding of New Zealand destinations and knowledge of New Zealand's key tourism destinations and visitor activities.
- Sound understanding of tour logistics.
- Financial acumen, ability to work with budgets and operate tours to expected costs.
- Strong communication skills including excellent written and verbal English
- Excellent organisation skills and able to multitask
- Experience with digital reservations systems.
- Proficient use of Microsoft Office suite.
- Highly organised and able to handle multiple tasks.
- Innovative and agile, with proven ability to listen, adjust and change as business / customer needs change.
- Tertiary qualification in business, operations, tourism or demonstrated relevant experience.

Other Requirements

- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence
- Ability to travel within New Zealand on occasion

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil
Budget (operating and capital)	Nil

Travel Delegations	Nil
Statutory powers	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