



Customer Services Representative – CV Check In Operations, Interislander

Purpose:

The role of Customer Services Representative – CV Check In is responsible for providing excellent service to commercial vehicle customers at an operational level from booking through to post travel. This role will ensure the delivery of day-to-day communications with CV customers to ensure the maintenance and growth of commercial vehicle revenue.

This role will work in conjunction with the Turnaround Managers to ensure on time performance of the Interislander vessels is achieved as the Customer Services Representative – CV Check In, will be the first point of contact for commercial vehicle customers.

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: CV and Passenger Delivery Manager

Responsible for: N/A

Internal Contacts: All On-board Ship Crew across all departments
CV Call Centre Team
KiwiRail Customer Experience and Marketing team
Shore Operations team
Marine Manager
Human Resources team
Training Manager
Finance

External Contacts: Commercial Vehicle customers
Potential Interislander customers
Interislander Suppliers
Unions – specifically the RMTU



Location:

Wellington or Picton Interislander Ferry Terminal

Key Accountabilities

Customer Service

- Responsible for providing a fast and effective service to both internal and external customers for the checking in of commercial vehicles in a safe and timely manner.
- Ensure professionalism when dealing with customers both internal and external and ensure customers special needs are catered for safely and appropriately.
- Accountable for ensuring accurate and timely information is clearly communicated to passengers on any affected Interislander ferry services
- Liaise with companies on possible livestock travel continuations in a professional and prompt manner.
- Assist in processing any damage claims from customers following a sailing and provide to a timely manner to CV Call Centre, Turnaround Manager and client Operations Manager.
- Responsible for receiving and placing phone calls and emails to commercial vehicle customers in a professional manner on any bookings, late arriving trucks and/or cancellations

Booking Process

- Responsible for assisting the CV Call Centre on commercial vehicle bookings on Interislander ferries and full responsibility on processing bookings correctly outside of CV call centre hours.
- Responsible for making trade car bookings and process paperwork in a timely manner.
- Requirement to fully understanding the DG booking and check in process.
- Ensure priority is given to DG bookings and ensure the accurate and timely processing of DGs is recorded in Passport/Hazcheck to ensure the safety of Interislander operation.
- Responsible for the inputting of accurate and timely information into booking systems for customers billing and revenue collection.

Check In Process



- Accountable for accurately completing check-in processes for commercial vehicles on all sailing departures .This includes ensuring customer ticketing, meal vouchers, weight dockets and GST receipts are supplied to customers.
- Responsible for ensuring all Commercial Vehicles are processed correctly and comply with Interislander requirements this includes checking lashing points, livestock, dangerous goods, length of units, stock effluent tanks, draw bar extensions, over heights and extra passengers.
- Responsible for physically checking lashing points and information plates on trailers and updating lashing and vehicle database accordingly.
- Responsible for accurately updating vehicle and fleet DATABASE in Orca for vehicles which have been checked for trestleable or non- trestleable, drawbar extension capability, refrigeration capabilities and any alerts if vehicle is deemed non-compliant or fails lashing requirements.
- In conjunction with the Load Marshals, assist in the marshalling of trucks into the correct lanes to ensure a safe operation whilst ensuring a correct segregation is kept between dangerous goods and other trailers.
- Responsible for reconciling the load summary on board at the end of the check in process, to ensure all passengers have been boarded and accounted for on board the vessel.
- In conjunction with the Turnaround Manager, assist in generating an accurate load lists and overall tonnage for the sailing based on CV bookings and sent to Ship Mates in a timely manner.
- Accountable for ensuring that the DG are correct in line with paperwork during check in process and have the correct placarding and update any corrections.
- Process any un-declared DG in an accurate and timely manner and sent to the ship.
- Responsible for the correct procedure is followed in regards to cash and eftpos sales and ensure cash reconciliation at the end of a shift to ensure zero variance

Disruption Management

- In conjunction with the Turnaround Manager, assist in rebooking and scheduling commercial vehicle customers onto alternative sailing during disruptions
- Responsible for ensuring that priority is given accordingly on overbooked sailings and following disruptions in line with directions from CV Call Centre and Turnaround Managers



- Accountable for sending accurate and timely delay and disruption text messages to CV Clients during a disruption.
- During disruptions assist with receiving and placing calls to customers and providing accurate information on disruption.

Zero Harm

- Actively foster a workplace environment that encourages a positive Zero Harm culture involving all parties (internal and external) working with the domestic sales team.
- Beginning of shift check Marshalling yard for CV's that have arrived checking for any hazards or anything that may impact ship turnarounds.
- Responsible for the accurate and timely completion of damage forms when units are damaged and process accordingly.
- Actively encourage the prompt reporting of hazards and incidents and near misses.
- Participate in injury management & rehabilitation processes if staff members are injured at work.
- Ensure that all accident and/or incident reports are managed consistently and that appropriate corrective actions are being implemented.
- Ensure all staff and drivers follow the established policies and procedures (including PPE) when loading and unloading passengers and freight.
- Ensure employee Health and Safety training is undertaken such as safe spine.
- Maintain compliance with all HSE legislation, regulation, code of practice, safe operating procedure and best practice relevant to your responsibility.

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none"> • Previous experience working under pressure and ability to multi task and priority effectively. • Experience working in a customer focussed industry. • Experience with invoicing and basic financial management. 	<ul style="list-style-type: none"> • Knowledge of global tourism • Experience working in a large nationwide organisation. • Previous experience working in a shiftwork environment.



Education:

Essential:	Desirable:
<ul style="list-style-type: none">• Minimum of 3 year relevant work experience within the administration, service and/or hospitality industry.• Computer literate and previous experience working with Microsoft based programs	<ul style="list-style-type: none">• Experience working within the Maritime Industry• Experience working in a highly unionised environment.

