



# Position Description

## Cabin Attendant Operations, Interislander

### Purpose:

Provide prompt, willing and professional service to ensure all customers enjoy an exceptional on-board travel experience, strengthening the brand of Interislander.

### Dimensions:

**Reports to:** Fleet Customer Delivery Manager  
Customer Service Manager  
Assistant Customer Service Manager  
Crew Leader

**Responsible for:** N/A

**Location:** One of Interislander's Vessels

**Internal Contacts:** Ship Masters  
Chief Engineer

**External Contacts:** Domestic Customers  
Commercial Customers

### Key Accountabilities

#### Operational Performance

- Welcome and connect with every customer, discovering their needs and appropriately suggesting products to enhance service and increase sales.
- Customers receive individual care and attention at every opportunity – their everyday and special needs are anticipated and satisfied.
- Ensure customers are kept fully informed in the event of delays or disruptions.
- Deal with customers affected by delayed or disrupted sailings in a helpful and sympathetic manner.
- Carry out cleaning duties in accordance with the specification outlined in the Interislander Administration Manual.
- Feedback from customers is welcomed and actioned as per the procedures outlined in the Administration Manual.



<ul style="list-style-type: none"> <li>Food products are managed effectively and efficiently in respect of stock rotation, removal and wastage.</li> <li>All food safety requirements and procedures are consistently applied in food handling and preparation.</li> <li>Participate in the Food Preparation roster.</li> <li>As directed assist in the preparation and serving of food for functions.</li> <li>Merchandise displays are kept full, tidy and attractive.</li> <li>Maximise retail sales and customer satisfaction through comprehensive product knowledge, purchase recommendations and add-on/up-selling.</li> <li>All cash handling and transactions are carried out in line with cash handling policies and procedures as outlined in Section 8.17 -8.25 of the Administration Manual.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure POS, Till, EFTPOS EDC and foreign exchange transactions are completed with minimum of errors.</li> <li>KiwiRail may change the position description with the agreement of the position holder as the needs of the business change.</li> </ul>
<b>Teamwork</b>
<ul style="list-style-type: none"> <li>Maintain open and accurate communication between all staff and departments.</li> <li>Provide support to Customer Services Manager, Assistant Customer Services Manager, Crew Leaders and teammates.</li> <li>Support a culture of continuous improvement by contributing constructive feedback, ideas and initiatives to the team and on-board management.</li> </ul>
<b>Health and Safety</b>
<ul style="list-style-type: none"> <li>Maintain passenger safety and security as a priority and focus.</li> <li>Ensure the following policies and procedures are adhered to: <ul style="list-style-type: none"> <li>Interislander Safety Manual (specifically Section 11.9 – Responsibilities of Crew, SHE Policy)</li> <li>Interislander Safety Personal Guide</li> <li>Interislander Administration Manual</li> </ul> </li> <li>Keep up to date with all safety bulletins, changes to codes and practices.</li> <li>Responsible for your own safety and that of other employees, contractors within your work environment.</li> <li>Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within work area.</li> </ul>

## **Person Profile**

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<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>Previous experience in a customer service role in either the hospitality, tourism or retail industry.</li> <li>Able to swim or float in water unaided.</li> <li>Ability to work shifts and access to transport to and from work.</li> </ul>	<ul style="list-style-type: none"> <li>Prior experience working for a ferry company in a customer service role.</li> <li>Cash handling experience.</li> <li>Experience working in a position that has safety duties as a function of the role.</li> </ul>

## **Education:**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>NCEA level 3 or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>STCW certification</li> </ul>

	<ul style="list-style-type: none"> <li>• Customer Service Excellence</li> <li>• Food Safety</li> <li>• Licence Controller Qualification</li> <li>• Marine Evacuation Systems</li> </ul>
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