

KiwiRail | Position Description



Customer Contact Specialist Interislander

Purpose:

The Customer Contact Specialist is responsible for providing excellence in service delivery across multiple areas and channels of Interislander including the commercial vehicle customers, our retail and groups customers and their agents both in New Zealand and Internationally to agreed Key Performance Indicators (KPI's).

This role is part of our busy Customer Contact teams based at the Interislander Offices in Wellington and Auckland.

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: Customer Contact Manager

Responsible for: Nil

Location: Wellington

Internal Contacts: Terminal Staff
Commercial Vehicle Service Centre
Manager Commercial Freight
Interislander Head Office staff
Customer Services and Operations team (Interislander)
Sales and marketing team (Interislander)

KiwiRail Departments

External Contacts: Customers
Public

Key Accountabilities

Operational Performance

- Maintain a high level of product knowledge in order to disseminate relevant and timely information to customers when assisting and recommending trip itineraries.
- Respond to and process all enquiries, including booking enquiries, ensuring accurate and timely information is conveyed and compliance with documented audit and service standards are met.
- Communicate all timetable changes; service disruptions and process booking changes, refunds or letters of credit to customers in compliance with documented audit and service standards – paramount, to ensure minimal inconvenience to customers.
- Issue bookings in accordance with sales and pricing policies.
- Processing and responding to customer feedback, complaints or compliments in a timely manner with professionalism and ensuring key areas are targeted and customer provided with the correct information.
- Committed to Continuous Improvement, proactively problem solving and identifying process improvements/changes.

Sales

- To ensure annual passenger and revenue targets are met
- Actively promoting and up selling Interislander products and services
- Processing and responding to retail; group and nautical miles enquiries and booking requests in accordance with documented service standards

Dangerous Goods Documentation

- Receive dangerous Goods declaration data from transport carriers.
- Check declarations comply with procedures.
- Validate client load and print off documentation using IMDG software.
- Forward documentation to ship for verification and approval.
- Dangerous goods information loaded into customer booking.
- Take an active role in disruption, incident and recovery management.

- Other duties as directed by the customer contact manager.

Zero Harm

- Responsible for own safety and that of other Interislander personnel, contractors and visitors within their particular work environment.
- Responsible for the identification, reporting and initial control of any safety and environmental hazards identified within their area of responsibility.
- Actively foster a workplace environment that encourages a positive Zero Harm culture involving all parties (internal and external) working within the Wellington Terminal area.
- Actively encourage the prompt reporting of hazards and incidents.
- Maintain compliance with all HSE legislation, regulation, code of practice, safe operating procedure, best practice relevant to your responsibility.

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none"> • Previous experience dealing with the public. • Previous experience in hospitality or tourist industry. • Experience with a range MicroSoft Software packages (Word, Excel, Outlook, PowerPoint). • A track record of delivering a high level of customer service ideally in front line role. • Excellent written and verbal English. 	<ul style="list-style-type: none"> • Experience with computerised reservations systems. • Travel/tourism industry knowledge and skills. • Multi-lingual. • Sales skills. • Knowledge of New Zealand's key tourism destinations and visitor activities.

Education:

Essential:	Desirable:
<ul style="list-style-type: none"> • Minimum Level 3 NCEA 	<ul style="list-style-type: none"> • Recognized travel industry qualification • Call Centre Training

