



Position Description

Customer Logistics Specialist - Domestic Operations

Purpose:

As a Customer Logistics Specialist, you are responsible for ensuring customer cargo is booked and delivered to its final destination in a timely and efficient manner within specification. This will include the daily completion of tasks such as reporting and analysis, forecasting, customer contact and query resolution, road and rail co-ordination, freight booking and communication management.

This is a full-time front line Customer Service role. This position involves shift work on a 24/7 rotating roster, which will include work over nights and weekends.

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 Supervisor – Domestic

Location: Millennium Centre, Ellerslie Auckland

Internal Contacts: Wider Contact Logistics Team, Sales Team, Process and Planning Team, Linehaul Logistics Team, KiwiRail Managers and Staff

External Contacts: KiwiRail Customers, Domestic and IMEX

Key Accountabilities

Tonnage Management
<ul style="list-style-type: none">• Ensure Train bookings are managed to ensure optimal utilisation of services• Liaise with the Key Account Executives (KAE's) to ensure special customer requirements are investigated and actioned• Management of wait listed freight• Assist in developing, implementing and managing a recovery rail plan for disruptions on the Rail Network• IMEX Bookings are processed and confirmations sent to customers within 24 hours• Domestic Bookings are processed and confirmations sent to customers within 2 hours• Urgent bookings completed with 30 minutes• Special customer requests responded to within 1 hour• 0% of waitlisted bookings on non-domestic services

<ul style="list-style-type: none"> • Waitlisted bookings on domestic services limited to 20% • Customers advised of delays / exceptions, and the recovery plan executed
Customer Contact
<ul style="list-style-type: none"> • Liaise with customers for all their freight requirements and respond to enquiries efficiently • Deal with customers regarding any cargo handling issues and complaints – escalating issues to the relevant people where required and following up • 90% calls answered within 10 seconds with 100% booking accuracy • All non-urgent emails actioned within one working day, and resolved within 24 hours • All urgent emails actioned within 60 mins • Minimum phone logon of 80% of rostered shift hours. • Cargo reaches destination, in full, on time, in specification • Key Account Executives are advised of issues within 2 hours of any incident • Errors rectified with maximum efficiency • Minimize Cargo handling errors due to contact team process compliance • Total cargo care philosophy practiced and fostered
Zero Harm
<ul style="list-style-type: none"> • Complies with all rail safety system standards, codes, procedures and statutory requirements within area of responsibility • Identifies and reports accidents, incidents and safety or environmental hazards within work area to immediate manager • Promotes zero harm and identifies non-zero harm behaviours to ensure full team engagement • Adheres to KiwiRail's health and safety requirements and takes responsibility for maintaining a proactive approach regarding both personal wellbeing and that of fellow employees, associated customers, sub-contractors and members of the public • Promotes a clean and tidy workplace to prevent falls, trips and manual handling injuries
Reporting and Administrative
<ul style="list-style-type: none"> • Identify areas for improvements in process and systems to increase customer satisfaction • Report in a timely and accurate manner ensuring issues, risks and trends are identified. • Create customer specific reports, run daily reports and prepare demand reports and analyse trends • Manage the Exception system • Minimize cargo exceptions to ensure customer satisfaction increases over time • Filing and general administrative processes are accurate and timely • Assisting to help other team members out as required • Other duties as may reasonably be required

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none">▪ Minimum of 2 years' Customer Service/Logistics experience▪ Intermediate data entry and MS Office (Excel, Outlook) skills▪ Clear telephone manner with excellent written and verbal communication	<ul style="list-style-type: none">▪ 3 years or more experience working in Customer Service in Freight/Shipping or Logistics▪ Transport industry experience, ideally within the rail environment▪ Advanced keyboard skills – ideally with knowledge of customer management systems▪ Previous exposure to a rostered 24/7 shift work pattern▪ Good geographical knowledge of New Zealand

Education:

Essential:	Desirable:
NCEA Level 1 or equivalent	<ul style="list-style-type: none">▪ NZCE or similar▪ Formal customer service training

