

# KiwiRail | Position Description

## Customer Service Specialist – Level 1 Operations, Interislander

### **Purpose:**

To strengthen the brand of Interislander by providing excellent customer service in the delivery of the bookings, ticketing and check- in services, including passenger and commercial vehicles.

To ensure the customers' terminal experience is straightforward and administered efficiently by Customer Services staff so that passengers embark/disembark, and freight is loaded/unloaded quickly, efficiently, and safely from vessels.

You will be given guidance and On Job Training (OJT) by the Customer Services Team Leader and to ensure you are capable and competent in carrying out specific tasks such that eventually you will be able to carry out these unsupervised.

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 & Passenger Delivery Manager  
**Responsible for:** Nil  
**Location:** Wellington or Picton Terminal  
**Budget:** N/A  
**Internal Contacts:** CV and Passenger Delivery Manager  
CSR Team Leader  
Turnaround Manager  
Terminal Staff  
KiwiRail Staff  
Security Manager  
KiwiRail Departments  
Marketing/Call Centre/CV Service centre

**External Contacts:** Customers  
Tug operations contractor  
Bus, Taxi and Tour operators



## **Key Accountabilities**

<b>Customer Service</b>	
<ul style="list-style-type: none"><li>• Demonstrate a customer-centric attitude with enthusiasm, embodying company pride and readily exceeding expectations, while delivering tailored, efficient, and timely assistance that respects both customer preferences and operational demands.</li><li>• Provides a secure, smooth, and welcoming check-in and boarding experience, proactively addressing customer needs.</li><li>• Take responsibility for maintaining up-to-date knowledge of all onboard facilities and Interislander services to ensure enquiries are responded to informatively.</li><li>• In the event of delays follow "Disruption Plan" Guidelines in Operating Manual ensuring customers are kept fully informed.</li><li>• Attend familiarisation trips to Picton &amp; Wellington terminals if requested, to enhance facilities knowledge and ensure informative responses to customer enquiries.</li><li>• Takes ownership of finding timely solutions to customer queries and complaints, showing empathy and patience towards all customers. Record formal complaints and ensure the appropriate people are notified.</li><li>• Any other duties as directed by the Terminal Leadership Team.</li></ul>	
<b>Passenger Check-In &amp; Boarding</b>	
<ul style="list-style-type: none"><li>• Check-in foot passengers accurately via PELORUS, confirming that the details in the reservations system match those that have presented at check-in (verifying names &amp; number of people).</li><li>• Confident in requesting membership ID at check-in, responds appropriately.</li><li>• Handles passenger luggage with respect and care, while accurately labelling, segregating, and stowing fragile, train connecting, and nautical miles luggage accordingly.</li><li>• Proactively identifies possible dangerous goods in passenger luggage, ensure they are recorded and stowed appropriately.</li><li>• Assistance is provided to other team members where required, ensuring an easy and efficient service is provided to customers at all times.</li><li>• Facilitates the boarding of passengers as a Gangway Assistant, extending a personal farewell to our customers.</li><li>• Maintain clear, concise, and professional radio communications with all parties.</li><li>• Works effectively and efficiently as a Lanewalker where required, assisting with customer queries and guiding passengers to safely navigate terminal yards.</li></ul>	
<b>Booking Enquiries</b>	
<ul style="list-style-type: none"><li>• Sales and customer satisfaction are optimised by providing comprehensive and up-to-date product &amp; services knowledge, including current and future promotions.</li></ul>	
<b>Records Management</b>	
<ul style="list-style-type: none"><li>• Ensure you are aware of the policy and procedures around the creating, maintaining and destruction of records.</li><li>• Keep all records in the relevant filing system, including customer emails.</li></ul>	

<ul style="list-style-type: none"> <li>• Ensure no records are altered, transferred or destroyed before the disposal date or without authorisation.</li> </ul>
<b>Zero Harm</b>
<ul style="list-style-type: none"> <li>• Responsible for complying with all Interislander safety system standards, procedures, and statutory requirements within your area of responsibility.</li> <li>• Responsible for your own safety and that of other rail employees, contractors, and visitors within your work environment</li> <li>• Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area to your immediate manager.</li> <li>• 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.</li> <li>• Report all accidents and incidents to your immediate supervisor within one hour.</li> <li>• Take responsibility for the identification, reporting, escalation and initial control of any safety or environmental hazard identified within your work area. Complete ORA incident reporting within 24 hours for all safety incidents and hazards identified.</li> <li>• Understands and can describe the duties of a Customer Service Specialist – Level 1 in an emergency scenario, as outlined in the Emergency Response SOP.</li> </ul>
<b>On the Job Competency</b>
<ul style="list-style-type: none"> <li>• Complete and pass/validate competencies required by designated training to fulfil the requirements of the position including external, internal, and On the Job (OTJ)</li> <li>• Continue to up-skill as required for the role of Customer Service Specialist Level 1</li> <li>• Look to advance to Customer Service Specialist Level 2.</li> </ul>

## **Person Profile**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• Maintains a high standard of personal presentation/grooming.</li> <li>• Proven record as reliable and punctual.</li> <li>• Physically fit to carry out manual handling requirements of position.</li> </ul>	<ul style="list-style-type: none"> <li>• Remains calm and in control under pressure.</li> </ul>

## **Education:**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• NCEA Level 2 or relevant administration experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Tertiary qualification in the Tourism Industry</li> <li>• Previous ticketing or booking type experience.</li> <li>• Previous experience dealing with the public.</li> <li>• Previous experience in hospitality or tourist industry.</li> </ul>

