

# KiwiRail | Position Description

## Ferry Terminal Operator – Level 1 Operations, Interislander

### **Purpose:**

To Ferry Terminal Operator – Level 1 will liaise with customers, operational and on-board staff in the movement of passengers and freight in order to turn vessels around in the allocated time. To ensure the customers' terminal experience is straightforward and all their requirements are provided effectively and efficiently.

You will be given guidance and On the Job Training (OJT) by the Operations Manager 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:** Operations Manager  
**Responsible for:** Nil  
**Location:** Wellington or Picton Terminal  
**Budget:** N/A  
**Internal Contacts:** Customer Services Manager  
Terminal Staff  
Master's and Deck Officers  
Security Manager

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

### **Key Accountabilities**

#### **General Turnaround Performance Duties**

- Advise Turnaround Manager of any circumstances that could lead to delays.
- Coordinate the movement of trade and unaccompanied cars.



- Report trade vehicle damage.
- Clean terminal vehicles as directed by the Turnaround Manager.
- Any other duties as directed by the Turnaround Manager.

**Luggage Handling Duties**

- In line with the Luggage Handling procedures set out in the process documentation load and unload baggage. Including but not limited to:
  - Segregating and stowing fragile, nautical miles and connecting luggage.
  - Perform tour group luggage pickups from hotels as directed.
  - Deliver ships' stores.
- Assist with the discharge of tours or groups.
- As directed by the Customer Services Manager or Turnaround Manager tag and store away unclaimed luggage.

**Terminal Vehicle Duties**

- Use Interislander vehicles to transport luggage, ship stores delivery etc.
- Carry out basic maintenance to vehicles and advise the Turnaround Manager when vehicle certificates are due or major maintenance is required.
- Ensure vehicles are parked in the parking area and locked when not in use.
- If you possess the necessary qualifications, may be used to cover the Bus driver position (Wellington only).
- Comply with operating codes and 'Loading and Discharge' Manual.

**Customer Service**

- Ensure the customers experience is seamless in regard to the terminal entry and exit.
- Provide prompt, efficient, and personalised service to customers.
- Greet and communicate in a manner which is clear and readily understood by the intended audience including customers from different cultures.
- 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.
- Respond to queries and complaints in a tactful and helpful manner, accepting ownership of problems.
- Record formal complaints and ensure the right people are notified.
- Check and take the appropriate action in the event that a customer's standard of behaviour appears to conflict with the Interislander passenger behaviour policy e.g. Alcohol Policy.

**On Job Training Competencies**

- Complete and pass/revalidate competencies required for designated training to fulfil the requirements of the position including external, internal, and On the Job Training (OJT).
- Continue to up-skill as is required for the Ferry Terminal Operator Level 1.
- Look to advance to a Ferry Terminal Operator Level 2.

**Zero Harm**

- Responsible for complying with all rail safety system standards, procedures and statutory requirements within your area of responsibility
- Responsible for your own safety and that of other rail employees, contractors and visitors within your work environment

- Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area to your immediate manager.
- 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.
- Report all accidents and incidents to your immediate supervisor within one hour.

**Person Profile**

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

**Education:**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• Literate and numerate to meet requirements of the job.</li> <li>• Holds a Current Class 2 (HT) Driver's License and Passenger Vehicle license (permanent employees).</li> </ul>	N/A