

# KiwiRail | Position Description

## Operations Support Specialist

### **Purpose**

The Operations Support Specialist coordinate's fault response activities to support the safe, efficient, and reliable availability of the National Rail Network. The role is based in Wallaceville, supports the Rail Operations Centres in Auckland and Wallaceville, ensuring they operate a safe and effective service for customers accessing the network.

The position is also responsible for maintaining the accuracy of operational information by updating and validating data within key operational systems, enabling rail service operators to access current and reliable information.

In addition, the Operations Support Specialist manages the assessment and issuance of Level Crossing Permits for Over Dimension and Overweight Loads. This includes ensuring permits meet all safety and compliance requirements, supporting the safe movement of permit holders across the network, administering permit-related charges where required, and acting as the primary point of contact for customer enquiries and permit-related support.

### **Dimensions**

|                           |                                                                                                                                                                                  |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reports to:</b>        | National Network Performance Manager<br>On a day-to-day operational basis this role will report to the Network Control Manager                                                   |
| <b>Responsible for:</b>   | Nil                                                                                                                                                                              |
| <b>Location:</b>          | Wallaceville, Upper Hutt                                                                                                                                                         |
| <b>Budget:</b>            | Nil                                                                                                                                                                              |
| <b>Internal Contacts:</b> | KiwiRail Infrastructure Teams<br>KiwiRail Operations and Terminal Team members<br>Locomotive Engineers                                                                           |
| <b>External Contacts:</b> | Metro Service Operator Personnel<br>Contractors or any other parties granted access to the rail corridor<br>Emergency Services<br>Heavy Haulage Pilots of over-dimensional loads |



## **Key Accountabilities**

### **Rail Network**

- Respond to calls on the Operations support fault line or reports directly from personnel onsite in the Rail Operations Centre, and record in KiwiRail's asset management system.
- Allocate resources to investigate and repair faults from the relevant call-out roster in a timely manner.
- Escalate calls, when necessary, where a network resource is unable to respond to a fault location.
- Respond to and record complaints and questions received on the 0800 RAILSAFE line.
- Interpret & respond to fault alarms from the various Alarm monitoring systems (R9000, Harvest, ICONIS, etc.).
- Communicate with rail network staff on responses to faults/incidents to ensure plans are communicated and understood.
- Carry out working alone checks on Infrastructure staff where required.
- Respond and manage other asset faults / requests as required to reach a satisfactory issue resolution.
- Enter information received about injuries sustained by KiwiRail Network staff via the Injury notification phone line into KiwiRail's Occurrence Management System – ORA.
- Undertake training to be responsible for the safe evacuation of Network Operations in the Wallaceville Rail Operations Centre, as a Floor Warden in the case of an emergency occurring.

### **Over Dimension and Over Weight Load Permits**

- Receive, acknowledge, and process level crossing permit applications and enquiries in accordance with applicable standards, codes, and procedures.
- Identify level crossings and provide relevant crossing information to heavy haulage industry participants operating on NZ Transport Agency designated heavy haulage routes.
- Maintain accurate record management and filing systems for both current and historical permit documentation.
- Liaise with engineering specialists to obtain technical assessments, approvals, and advice for complex permit applications.
- Coordinate and arrange on-site supervision resources where permit conditions or operational requirements necessitate oversight.

### **Safety, Health and Wellbeing**

- Responsible for complying with all rail safety system standards, procedures and statutory requirements applicable to the role of a Train Controller.
- 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 responsibility 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 the Network Control Manager immediately.

### **Information and Record Management**

- Maintain call-out lists with accurate staff information as it is provided.
- Print and prepare Train Control diagrams weekly, to ensure they are made available to the Train Control team for planning network activity
- Scan Train Control diagrams when required, to make them available to other rail network participants.
- Ensure you are aware of the policy and procedures around the creating, maintaining and destruction of records.
- Ensure no records are altered, transferred or destroyed before the disposal date or without explicit authorisation from your Manager.
- All records are to be kept in the relevant filing system, including emails.

### **Customer Satisfaction**

- Build and maintain effective working relationships with key customers.
- High level customer focus based on collaboration with both internal and external customers to deliver optimum network performance and effective management of the rail corridor.
- To consult and make decisions that considers all customer needs and priorities.

## **Person Profile**

| <b>Essential</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Desirable</b>                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Customer Driven. Experience working in customer focussed roles meeting customer needs and expectations.</li><li>• High level interpersonal skills with ability to relate and interact with individuals across diverse job settings.</li><li>• Attention to detail with ability to apply set rules, procedures and observe critical work practices.</li><li>• Self-driven with ability to work independently but is constructive, collaborative, and supportive within a team context.</li><li>• Clear and concise communication skills, enabling others to understand and follow instructions given without issue.</li></ul> | <ul style="list-style-type: none"><li>• Knowledge and use of Microsoft and SAP applications</li><li>• Background in communicating with customers on technical matters</li><li>• Previous experience in administration or call centre</li><li>• Good geographic knowledge of New Zealand</li></ul> |