



Revenue Analyst

Position Description

Team:	Revenue Assurance	Location:	Auckland
Reports to:	Revenue Assurance Manager		
Role Type:	Fixed Term		

About Us

KiwiRail’s Role in Aotearoa, New Zealand

KiwiRail, a proud State-Owned Enterprise, delivers sustainable and inclusive growth for our customers, communities, and people.

For more than 150 years, rail in New Zealand has connected communities, delivered freight and passengers around the country, and showcased our spectacular scenery to the world. Our purpose—Hononga Whaikaha, Oranga mo Aotearoa (Stronger Connections, Better New Zealand)—speaks to connection with our customers and the future needs of their businesses, connection with the communities we serve and operate in, and connection with each other. KiwiRail is carrying this legacy into the future, delivering connected rail and shipping transport services that create economic, social, and environmental value for New Zealand and New Zealanders.

Our Workplace

At KiwiRail, our values define the behaviour we expect from everyone. We have a team of over 4500 people, and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard.



Safety, health, and well-being are our number one priority, ensuring our people return home safe and healthy every day.

About the Role

Purpose of the role

Revenue Assurance is a critical function that ensures the accuracy and completeness of the revenue generation processes, preventing revenue leakage and optimising financial performance.

Key Accountabilities

Within the area of responsibility, this role is required to:

- Verify that billing systems align with service delivery and commercial/contractual agreements.
- Analyse current contracts and practices to identify and recommend areas for change.
- Identifying and implementing improvement initiatives to continually improve Kiwirail's financial performance.
- Develop systems and processes that improve data integrity and billing accuracy.
- Revenue audits, including monitoring for fraud, billing discrepancies, compliance with regulatory requirements.
- Identify revenue leakage instances and recommend improvements.
- Highlight process deficiencies and assist in the development of improvements.

Key Relationships		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	Sales & Key Account Management Teams		✓	✓	✓
	Customer Delivery Teams		✓	✓	
	Operations & CT Sites Teams			✓	
	Accounts Receivable			✓	
	IT Teams			✓	✓
	Internal Audit			✓	✓
External	Customers			✓	
	Suppliers & Service Providers			✓	
	External auditors			✓	

What you will do to contribute

Process / System Management	• To ensure processes and data integrity, minimize revenue leakage and customer expectations are understood and met. • Analyse current contracts and practices to identify and recommend areas for change. • Develop systems that allow accurate data capture and effective reconciliation and invoicing. • Highlight process deficiencies and assist in the development of improvements to ensure and maintain consistency of practice.
Compliance	• To ensure overall compliance with business processes including revenue protection. • Complete reconciliation of cost against revenue generation. • Completion of purchase orders and goods receipt process relevant to role. • Monitor and measure process compliance (especially data collection and capture) • Complete process audits and share results with Revenue Assurance Manager and wider team as applicable. • Review work processes to identify opportunities for process solutions, continuous improvement, and recommendations for change.
Operational Support	• Identify shortfalls or gaps in system user competencies and develop remedial actions. • Identify and manage error fixes in the exception reports and data entry analysis.
Tasks and Reporting	• Provide accurate, timely and meaningful internal reports to ensure Management have accurate data on which to make decisions. • Work with the BI Team to create, own, and maintain Customers reports as required. • Clearing suspended transactions as required. • Address Customer queries. • Manual creations of tax invoices. • Manage system Customer contracts. • Liaise with necessary parties for billing and Customer information. • Internal & External Audit Processes. • Reporting and Accruals. • Cross training and leave coverage. • Reconcile roading activity ensuring contractual rates are applied. • Validate 3rd party roading to minimise revenue leakage. • Reconcile CT lifts activity ensuring correct invoicing to Kiwirail customer. • Validate 3rd Party CT vendor Invoices ensuring contractual rates are applied.
Zero Ham	• Implement safety procedures and ensure team compliance. • Analyse workplace risks and develop mitigation strategies. • Promote a culture of safety and wellbeing within your team. • Respond effectively to safety incidents and near-misses. • Support team members' physical and mental health.

Decision Making

Human Resources Delegations	N/A
Direct reports	N/A
Finance Delegations	N/A
Budget (operating and capital)	N/A
Travel Delegations	N/A
Statutory powers	N/A

Physical demands and the nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office
- limited lifting of up to 7 kg archive boxes

Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.

About you

Knowledge and experience

- Strong numeracy and analytical skills
- Intermediate working knowledge of Microsoft Excel and computer skills in general
- Good communication skills (written and verbal)
- Some office experience and understanding of fundamental office practice and expected behaviours.
- Working knowledge of AMICUS, FBS, CTMS and DataDepot/Business Objects.
- Working knowledge of SAP

Ways of working / Work-related qualities

- Proactive and willing
- Adaptable and able to work in a changing and sometimes fluid environment.
- Open and Honest.
- A Team Player.

Qualifications

You need either:

- Minimal NCEA Level 3

And

- 1–2 years' experience in the transport/logistics/finance industry.

**CREATING
STRONGER
CONNECTIONS**

The KiwiRail logo, featuring the word "KiwiRail" in a bold, sans-serif font, followed by a stylized graphic of a kiwi bird's tail feathers.