



Travel Centre Lead Passenger

Position Description

Team:	Sales, Passenger	Location:	Christchurch
Reports to:	Travel Centre Manager, Passenger		
Role Type:	Permanent		

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

Interislander has been connecting New Zealand across Cook Strait for over 60 years. Interislander are the original Cook Strait Ferry, sailing between the North and South Islands (Wellington and Picton) every day, carrying passengers and freight. Along with breathtaking views, enjoy the onboard locally sourced cuisine, premium lounges and onboard activities.

Great Journeys New Zealand is the train tourism division of KiwiRail. GJNZ operate three scenic train journeys throughout the country, traveling from Auckland on the North Island all the way to Greymouth on the west coast of the south island. In 2022 GJNZ introduced multi-day rail tours, events and packages, growing the scenic rail day trips to be a regionally focused inbound operator.

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

The Travel Centre Lead provides day-to-day operational support to ensure the smooth functioning of the Travel Centre. Acting as the second-in-charge, this role supports the Travel & Contact Centre Manager across rostering, reporting, process improvement, team coaching, and system coordination. This role plays a key role in driving efficiency, ensuring team readiness, and supporting both customer experience and disruption management.

Key Accountabilities

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

- Creating and delivering business area reports
- Supporting the Travel & Contact Centre Manager
- Providing Travel Centre & Contact Centre support work as required
- Managing Travel Centre & Contact Centre rostering
- Ensuring operational efficiencies
- Coaching and training team members
- Leading process improvement and efficiency initiatives
- Providing SOP and QA leadership
- Tracking and reporting on performance metrics
- Monitoring and reporting on customer engagement
- Acting as first point of contact for customer concerns, queries or complaints
- Managing the chatbot and optimising customer interaction responses
- Leading prioritisation and management of the customer service mailbox
- Providing support for disruption and incident leadership
- Developing plans, templates and processes for disruptions and other team responsibilities
- Acting as the liaison with ICT for systems-related issues and enhancements.

Key Challenges

- Balancing support responsibilities with proactive leadership of daily operations
- Maintaining service levels during times of disruption or high demand
- Driving consistency in team performance and process adherence across locations

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Passenger Marketing, Product Development, Operations, Customer Experience & Revenue		x	x	x
	Sales / Trade Team Passenger		x	x	x
	Brand Strategy Team C&G			x	x
	Travel Centre Teams	x		x	x

	Revenue team Passenger		x	x	x
	Crew & onboard Experience GJNZ & commuter			x	x
	Fleet operations GJNZ & commuter			x	x
	IIL Crew Operations			x	x
External	Tourism Industry partners: TIA, TNZ, RTOs, etc			x	x
	Technical stakeholders			x	x

What you will do to contribute

Health Safety and Wellbeing

- Promote a culture of safety and wellbeing by supporting team members through operational and emotional challenges.
- Ensure health and safety practices are followed in both routine and disruption scenarios.
- Actively monitor team wellbeing and take steps to support resilience and mental health.
- Lead by example in responding to incidents and championing a safe and inclusive work environment.

Customer Focus

- Support the delivery of high-quality service experiences across all channels, including in-person, phone, and digital.
- Monitor customer feedback and work with the team to improve engagement and satisfaction.
- Manage complex customer queries and complaints, ensuring timely and empathetic resolution.
- Oversee chatbot performance and optimise interactions to provide helpful and accurate responses.
- Lead initiatives to improve customer experience based on data insights and front-line feedback.
- Strong customer service and problem-solving experience.
- Skilled in handling complex enquires, complaints or escalations

High Performing Teams Skills

- Coach, mentor, and train team members to support professional growth and consistent service delivery.
- Support the Travel Centre Manager with leadership duties and act as the team's go-to for daily support.
- Provide clear direction and performance feedback using SOPs and QA processes.
- Promote a culture of continuous improvement, collaboration, and shared responsibility.
- Skilled at mentoring and motivating sales and customer service teams.

Commercial Acumen

- Develop and deliver accurate reporting on team performance and key operational metrics.
- Manage resourcing through effective rostering to align service delivery with business demands.
- Track and escalate system issues or inefficiencies that impact cost, customer satisfaction, or productivity.
- Support the adoption of tools and processes that contribute to efficient contact centre operations.
- Demonstrated track record of hitting and exceeding ambitious sales targets.
- Experience in acquiring new customers through conversion strategies & closing customer deals

Operational Excellence

- Lead disruption response planning, ensuring teams are equipped to respond confidently and consistently.
 - Coordinate resources and communications during incidents to maintain service continuity.
 - Manage the customer service mailbox, triaging queries and delegating tasks effectively.
 - Act as the key contact for ICT liaison, supporting the resolution of system issues and enhancements.
 - Lead on site and hybrid teams, streamlines workflows to improve internal processes.
 - Rosters that ensure customers' needs are met while business can also be commercial
 - Responds quickly and calmly to unexpected situations.
 - Demonstrates strong judgement in prioritising issues and allocating resources.
 - Confident making decisions independently, while knowing when to escalate.
 - Shows initiative in solving challenges, improving service or suggesting new offerings.
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Decision Making

The lead is responsible for making day-to-day operational decisions within the delegated authority of the Travel Centre Manager, especially during periods of absence or escalation.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil
Budget (operating and capital)	Nil
Travel Delegations	Nil
Statutory powers	Nil

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

- You have experience working in a customer service or contact centre environment
- You're familiar with rostering and resource planning tools
- You've worked with reporting tools and understand how to monitor performance
- You know how to support and coach staff for continuous improvement
- You have experience in responding to customer escalations and resolving issues

Ways of working / Work-related qualities

- You communicate clearly and supportively across all levels
- You are calm under pressure and provide steady leadership during incidents
- You are process-minded and detail-oriented
- You're collaborative and flexible in supporting a dynamic team environment
- You're proactive about using digital tools to enhance service

Other Requirements

- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

Qualifications

- A relevant qualification in business, customer service, or operations,
- Or equivalent relevant work experience in team coordination and support