



Position Description

LINEHAUL LOGISTICS CO-ORDINATOR - STOW Customer Delivery – COO Group

Role Purpose:

The Linehaul Logistics Co-coordinator (Stow Plan Function) will be primarily responsible for coordinating the allocation of customer freight (tonnage) on the correct KiwiRail freight services (trains and ferries) as booked.

This role is also responsible for ensuring that all managed services do not exceed maximum weight and length. You will liaise closely with internal customers, seeking and providing operational information to field staff in a timely, effective and professional manner.

Additional to this, you will be responsible for monitoring mainline freight trains running within the system, auditing system information, and reporting any change in train make up within the relevant system. There may also be a requirement to be trained in processing hazardous documentation and coordinating the movement of this freight for inter-island travel.

Health and Safety is critical to the success of KiwiRail and ensuring that every staff member and contractor returns home in the state that they arrived. Consistency and repeatability of operational functions are critical factors in the safe delivery of customer services. You will be a safety leader and will be expected to “walk the safety talk”

Key Relationships:

Responsible to:	Linehaul Logistics Supervisors
Internal Relationships:	Other Customer Delivery Staff Linehaul Service Managers Planning Team Freight CT and Yard staff Interislander Rolling Stock and Asset Services COO Regional Operations teams
External Relationships:	Customers Third party Operators

Location: 8 Stanley Street, Parnell, Auckland



Key Responsibilities and Accountabilities

Game Plan Execution
<ul style="list-style-type: none">• Ensure compliance to the Game Plan• Manage approved short term alterations to the Game Plan• Assist in the development and implementation of a recovery plan for KiwiRail during disruptions on the rail network• Identify and communicate to relevant parties services under utilised or overbooked for opportunities to cancel services or reallocate freight
Tonnage Management
<ul style="list-style-type: none">• Management of freight for KiwiRail services to ensure it travels as booked and services are kept within maximum weight and length.• Escalation to relevant parties when services require prioritisation.• Management and communication to relevant parties of freight that has missed planned connection and recovery plan• Identify cost saving opportunities• Analyse forecasts in conjunction with existing bookings to ensure profitable equipment/train utilisation
Customer Satisfaction
<ul style="list-style-type: none">• Customers freight travels as booked to meet DIFOTIS• Provide excellent service to internal and external customers.• Maintain a strong awareness of cargo handling errors and customer complaints• Drive a total cargo care philosophy throughout the department trinities• Analyse forecasts in conjunction with existing bookings to ensure profitable equipment/train utilisation
Supply of Operational Information to Internal Customers
<ul style="list-style-type: none">• Manage issue of stow plans and release to tough book on-time• Adhere to wagon / container loading restrictions when planning stow• Manage unload work orders from in-bound freight trains• Tonnage Management and allocation of freight for services provided to yard in timely manner to ensure on-time train departure• Manage and communicate changes to Game plan• Complete Stow clean-up and close out functions• Communicate booking exceptions to Customer Service team

Ferry Planning (Ferry Builders only)

- Associate train freight to ferry and create Rail Ferry Plans within agreed weight and length restrictions.
- Adhere to wagon restrictions for Rail Ferry
- Ensure correct freight is allocated to travel on Rail Ferry per Ferry Flow Chart
- Plan hazardous freight to move on Ferry Rail deck as per hazardous plan issued by Hazardous Co-ordinator
- Request prioritisation of Rail Ferry with Customer Service team or Linehaul Service Manager when backlog of freight exists
- Communicate trains and freight missing a ferry connection
- Issue stow plans for trailers ex Wellington and Picton
- Adhere to Trailer weight and container restrictions
- Co-ordinate movements of trailers on ferries between Picton and Wellington
Arrange bookings for trailers travelling inter island when required

Hazardous Goods Coordination (Hazardous Coordinators only)

- Process Hazardous Documentation and co-ordinate movement of hazardous freight for Inter-Island travel
- Process hazardous documentation and co-ordinate the movement of hazardous freight travelling inter-island
- Submit hazardous documentation to InterIslander in their system for approval to travel on selected ferry sailings
- Create ferry hazardous plan for rail deck movements and communicate to relevant internal parties
- Arrange movements and process paper work of hazardous freight by trailers as required
- Arrange bookings with Inter Islander for movement of hazardous freight on trailers as necessary
- Liaise with Domestic team to ensure arrangements have been made for trucking for hazardous freight as required
- Ensures all hazardous documentation received is kept for specified time-frame

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

Essential:	Desirable:
<ul style="list-style-type: none">• Entry-level professional but requires 1 to 2 years work experience• Has prior experience working as part of a team.• Has the ability to analyses and interpret information• Intermediate computer experience – Excel and Word.	<ul style="list-style-type: none">• Customer Service experience.• 3-5 years Previous experience in the transport/logistics arena

Education:

Essential:	Desirable:
2-4 years Tertiary qualification OR 1-2 years Relevant work experience	Degree/NZCE or other tertiary qualification