



Cabin Attendant Operations, Interislander

Purpose:

Provide prompt, willing and professional service to ensure all customers enjoy an exceptional on-board travel experience, strengthening the brand of Interislander.

Dimensions:

Reports to: Fleet Customer Delivery Manager
Customer Service Manager
Assistant Customer Service Manager
Crew Leader

Responsible for: N/A

Location: One of Interislander’s Vessels

Internal Contacts: Ship Masters
Chief Engineer

External Contacts: Domestic Customers
Commercial Customers

Key Accountabilities

Operational Performance
<ul style="list-style-type: none"> • Welcome and connect with every customer, discovering their needs and appropriately suggesting products to enhance service and increase sales. • Customers receive individual care and attention at every opportunity – their everyday and special needs are anticipated and satisfied. • 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. • Carry out cleaning duties in accordance with the specification outlined in the Interislander Administration Manual. • Feedback from customers is welcomed and actioned as per the procedures outlined in the Administration Manual.



<ul style="list-style-type: none"> • Food products are managed effectively and efficiently in respect of stock rotation, removal and wastage. • All food safety requirements and procedures are consistently applied in food handling and preparation. • Participate in the Food Preparation roster. • As directed assist in the preparation and serving of food for functions. • Merchandise displays are kept full, tidy and attractive. • Maximise retail sales and customer satisfaction through comprehensive product knowledge, purchase recommendations and add-on/up-selling. • All cash handling and transactions are carried out in line with cash handling policies and procedures as outlined in Section 8.17 -8.25 of the Administration Manual.
<ul style="list-style-type: none"> • Ensure POS, Till, EFTPOS EDC and foreign exchange transactions are completed with minimum of errors. • KiwiRail may change the position description with the agreement of the position holder as the needs of the business change.
<p>Teamwork</p>
<ul style="list-style-type: none"> • Maintain open and accurate communication between all staff and departments. • Provide support to Customer Services Manager, Assistant Customer Services Manager, Crew Leaders and teammates. • Support a culture of continuous improvement by contributing constructive feedback, ideas and initiatives to the team and on-board management.
<p>Health and Safety</p>
<ul style="list-style-type: none"> • Maintain passenger safety and security as a priority and focus. • Ensure the following policies and procedures are adhered to: <ul style="list-style-type: none"> ○ Interislander Safety Manual (specifically Section 11.9 – Responsibilities of Crew, SHE Policy) ○ Interislander Safety Personal Guide ○ Interislander Administration Manual • Keep up to date with all safety bulletins, changes to codes and practices. • Responsible for your own safety and that of other employees, contractors within your work environment. • Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within work area.

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none"> • Previous experience in a customer service role in either the hospitality, tourism or retail industry. • Able to swim or float in water unaided. • Ability to work shifts and access to transport to and from work. 	<ul style="list-style-type: none"> • Prior experience working for a ferry company in a customer service role. • Cash handling experience. • Experience working in a position that has safety duties as a function of the role.

Education:

Essential:	Desirable:
<ul style="list-style-type: none"> • NCEA level 3 or equivalent. 	<ul style="list-style-type: none"> • STCW certification

	<ul style="list-style-type: none">• Customer Service Excellence• Food Safety• Licence Controller Qualification• Marine Evacuation Systems
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