



Customer Contact Specialist

Team:	N/A	Location:	Wellington
Reports to:	Customer Contact 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

KiwiRail is in a phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

As a Customer Contact Specialist, you will possess the skills and experience to undertake duties in both Customer Contact – Commercial Vehicle and Passenger areas.

The Customer Contact Specialist is responsible for providing professional service delivery across multiple customer markets and channels including, booking management through inbound/outbound phone calls, shared mailboxes and required duties working in specialized tasks across various markets. You will work with various customer streams including, Commercial Vehicle, Retail, Nautical Miles and Groups in align with the business KPIs.

This role is part of our busy customer contact teams based at the Interislander Offices in Wellington and Auckland.

The Customer Contact Specialist role offers a variety of training to progress to each level within the role. To be competent at each level you will have on the job training, Kiwirail learning modules and the relevant certifications to progress.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to “walk the safety talk”.

Progression through levels:

1. CCS – Induction/Level 1
 - Induction, trained on Level 1
 - Training in Level 2
2. CCS – Level 2
 - Passed competencies at CCS Level 1 & 2, training on Level 3
 - Able to assist in core 1 tasks in Passenger or CV
3. CCS – Level 3
 - Passed competencies at CCS Level 1 - 3, training on Level 4
4. CCS – Level 4
 - Passed competencies at CCS Level 1 - 4, training on Level 5
 - Able to assist in core 1 & 2 tasks for Passenger or CV
5. CCS – Level 5
 - Passed competencies at CCS Level 1 - 5, training on Level 6
 - Able to assist in Core 1 tasks across both teams and Core 2 for one team
6. CCS – Level 6
 - Passed competencies at CCS Level 1 - 6
 - Able to assist in ALL tasks across CV and Passenger team

Key Accountabilities

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

Customer Service

- Ensure customer service standards are achieved to a high standard
- Manage and resolve customer issues in a structured and pro-active fashion so that customer complaints trend downwards
- Report all queries, potential issues which could affect customers or the business to the relevant department
- Ensure all customer enquiries are handled efficiently with professionalism
- Take part in service training to ensure product and system knowledge are up to date
- Participates in team meetings and company updates, presenting ideas, feedback and ways of improvements
- Understand the various customer markets within the business and how to manage them effectively

Operational Performance

- Maintain a high level of product knowledge to disseminate relevant and timely information to customers when assisting and recommending trip itineraries
- Respond to and process all enquiries, including booking enquiries, ensuring accurate and timely information is conveyed and compliance with documented audit and service standards are met
- Communicate all timetable changes; service disruptions and process booking changes, refunds, or letters of credit to customers in compliance with documented audit and service standards – paramount, to ensure minimal inconvenience to customers
- Issue bookings in accordance with sales and pricing policies
- Processing specialized tasks and responding to customer feedback, complaints, or compliments in a timely manner with professionalism and ensuring key areas are targeted and customer provided with the correct information

Zero Harm

- Responsible for own safety and that of other Interislander personnel, contractors and visitors within their particular work environment
- Responsible for the identification, reporting and initial control of any safety and environmental hazards identified within their area of responsibility
- Actively foster a workplace environment that encourages a positive Zero Harm culture involving all parties (internal and external) working within the Wellington Terminal area
- Actively encourage the prompt reporting of hazards and incidents
- Maintain compliance with all HSE legislation, regulation, code of practice, safe operating procedure, best practice relevant to your responsibility

Training and Development

- Maintain requisite licenses, certifications etc. and build on skills levels and capability by:
 - Undertaking On the Job Training
 - Attending training courses run by the company, or external agencies as and when required to fulfil the requirements of the position

Key challenges

- Time management during disruption to services
- Ability to stay focused and professional during challenging conversations

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Customer Contact Manager		✓	✓	
	Service and Access Teams	✓			
	Services operations Leadership Team		✓	✓	
	Senior management across SDO		✓	✓	
	Internal service providers			✓	
External					
	Commercial and domestic markets		✓	✓	

	Service providers		✓	✓	
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What you will do to contribute

Health Safety and Wellbeing	<ul style="list-style-type: none"> • 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
Customer Focus	<ul style="list-style-type: none"> • Provide a positive customer experience • Support a customer-focused culture at KiwiRail • Know our services well and explain them to customers • Respond quickly to customer needs • Develop solutions to meet customer requirements • Solve complex customer issues • Work with colleagues to improve customer outcomes
High Performing Teams Skills	<ul style="list-style-type: none"> • Set clear performance standards aligned with KiwiRail's goal • Help and support a supportive and cooperative team environment • Provide timely and constructive feedback • Actively seek diverse perspectives in problem-solving • Identify opportunities for coaching and mentoring
Commercial Acumen	<ul style="list-style-type: none"> • Plan and monitor resource allocation to achieve team objectives • Consider financial implications when making recommendations • Understand and comply with procurement guidelines • Work with suppliers to ensure quality outcomes • Recognise how financial decisions impact KiwiRail's overall position
Role specific domain	<ul style="list-style-type: none"> • Follow governance frameworks and systems • Identify and address governance issues early
Role specific domain	<ul style="list-style-type: none"> • Choose and adapt appropriate risk management frameworks • Identify and forecast risks, issues, and opportunities in common customer feedback themes
Role specific domain	<ul style="list-style-type: none"> • Apply required policies when applicable

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil
Budget (operating and capital)	Nil
Travel Delegations	Processes approved national travel
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

- Previous experience dealing with the public
- Previous experience in hospitality or tourism industries
- Experience with a range of MS Office packages
- Excellent written and verbal language skills

Ways of working / Work-related qualities

- A track record of delivering a high level of customer service, ideally in a front line role

Other Requirements

It is advantageous if you also have:

- Experience with computerised reservation systems
- Ability to speak multiple languages
- Sales skills
- Knowledge of New Zealand's key tourism destinations and visitor activities
- Call centre training
- Recognised travel industry qualification

Qualifications

- Minimum Level 3 NCEA

**CREATING
STRONGER
CONNECTIONS**



KiwiRail