
ROLE DESCRIPTION**PORT SERVICES OFFICER – CASUAL**

LOCATION: Picton, Marlborough Region

REPORTS TO: Port Services Team Leader

DIRECT REPORTS: Nil

THE BUSINESS CONTEXT: Port Marlborough is a forward-thinking, diverse port and marina business with operations across multiple sites in Picton and the Marlborough Sounds.

As a team we have a clear vision to lead the way as an environmentally restorative port, driving success for Marlborough.

Our mission is to deliver shared economic, social and environmental value through productive and enduring partnerships: People, Planet and Prosperity through Partnerships.

We are committed to applying our values of Hauora – value well-being, Kaitiakitanga – protect the future, Mahi Tahi – work together, Pono – act with integrity, and Kairangatira – deliver excellence, to everything we do.

PURPOSE: The Port Services team provides a range of services across the Port and Marinas to support safe, secure and productive use of facilities by port users and visitors. The team is comprised of thirteen permanent Port Services Officers, several casual Port Services Officers, and several Port Services Assistants.

The team's base is the Port Services Centre (PSC), located at the entrance of the operational port area. The PSC is the communications hub for the Port's operations and is the after hours' contact point for the wider Port Marlborough business. Port Services Officers are responsible for providing efficient day-to-day security and control access to the port from both land and water.

Port Services Officers interact with a broad range of customers, port users, contractors and members of the public; and have an important responsibility to represent the company professionally at all times.

The role of Port Services Officer – Casual works alongside the wider Port Services team to meet peak port operational needs, and cover periods of leave.

The port operates 24 hours per day, seven days per week. Therefore, shift work is required and Officers must be prepared to work rotating shifts to provide coverage at all times.

KEY RELATIONSHIPS: All Port Marlborough Staff, customers, vessel masters and crew, visitors (including cruise ship passengers, members of the public, contractors, MDC Harbours' staff, emergency services (as required))

KEY ACCOUNTABILITIES

- Customer Service**
- Interact positively and helpfully with customers (both external and internal), port users and members of the public
 - Respond to customer requests, needs and enquiries in a prompt, friendly and efficient manner
 - Represent Port Marlborough in a positive and professional manner
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- Shipping operations and services**
- Operate Port Services Centre equipment including monitoring of Closed Circuit Television, Vessel Tracking Information website, Picton Harbour Radio, and security gates.
 - Maintain radio communications with incoming and departing vessels to a standard moderated by the Harbourmaster
 - Record vessel movements and other associated information
 - Liaise with ships' personnel, arranging for services to be provided as requested
 - Ensure berth availability and readiness
 - Ensure that all activity within the port is authorised; report any unusual or unsafe activity to management
 - Control access to port areas, check ID cards and issue visitor passes for persons and vehicles; ensure only authorised personnel are within the Restricted Port Zones at all times
 - Control traffic, crowds and parking as required; monitor parking areas and provide parking enforcement if necessary
 - Manage movement of personnel and visitors at the port, including assisting with transport of ships' crews when the port is operating at heightened security levels
 - Conduct security patrols of the port, both on foot and by vehicle
 - Conduct security patrols of the Picton and Waikawa Marinas
 - Complete security logs and incident reports
 - Assist in emergency situations and provide first-line response, emergency management, and/or referral if required
 - Respond to general port and security enquiries
 - Adhere to Standard Operating Procedures
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- Other duties**
- Comply with all health, safety and environmental requirements of the company
 - Participate in project teams and cross-business initiatives as required
 - Undertake any other duties that may from time-to-time be required
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COMPETENCIES REQUIRED

- Energy and enthusiasm**
- Brings a positive outlook and enthusiastic countenance to the working environment
 - Remains enthusiastic despite setbacks
 - Sets challenging goals
 - Has a can-do attitude
 - Is driven to achieve goals
 - Does not run out of steam, bringing new ideas and motivation to the task or team
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- Teamwork**
- Is able to work effectively and co-operatively with others to achieve results or the wider team's goals
 - Actively commits to being part of a team
 - Proactively builds effective working relationships with other people
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- Values and acknowledges others input and expertise
 - Is willing to learn from others
 - Obtains ideas and opinions to help form decisions or plans
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Customer service

- Treats customers fairly and with consideration
 - Consistently presents themselves to customers in a professional and positive way – includes appearance, personal grooming and manner
 - Responds to phone calls, e-mails and correspondence within Service Level Agreements
 - Seeks to understand customers' needs and concerns
 - Keeps commitments made to others, or re-negotiates well before deadlines
 - Deals with customer complaints in a constructive and helpful manner
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Communication

- Actively listens - can accurately summarise what others have said
 - Shows in tone of voice, body language and manner, an empathy with others - is sensitive and responsive to others' feelings and needs
 - Reads and accurately interprets written policies, procedures and instructions
 - Literate and numerate to a level that enables him/her to undertake intermediate administrative tasks including accurate recording and relaying of messages, recording of data, simple computer tasks
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Initiative

- Takes initiative in prioritising and completing tasks
 - Self-directed while able to follow clear guidelines and instructions
 - Comfortable seeking assistance if needed
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SKILLS, KNOWLEDGE, EXPERIENCE

- Experience in a customer facing service role an advantage
 - Computer literate and basic numeracy
 - Must have a full NZ driver's licence
 - Experience or qualification in light forklift operation an advantage; capacity to be trained and qualify is essential
 - Previous experience in radio operations an advantage
 - Proven versatility, multi-tasking and able to deliver on different tasks
 - Common sense and a can-do attitude, practical and productive
 - Physically fit and active
 - Good interpersonal and communication skills
 - Willing and able to undertake physical tasks in all weathers
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