

# WORK IN THE CENTRE OF THE ACTION



## RECEIVAL AND DELIVERY CLERK/CONTROLLER

## POSITION PROFILE

<b>Business Group:</b>	Container Services	<b>Reporting to:</b>	Terminal Services Supervisor
<b>Location:</b>	Wellington	<b>Date:</b>	June 2025

CentrePort is a key strategic asset for the central New Zealand economy. As New Zealand's busiest port we are "At the heart of connecting New Zealand's supply chain and transport system". We aren't just Wellington – we focus on our people, our environment, our communities and our customers and through our associated companies we connect the Port to our regional hub network that extends out to Taranaki, Whanganui, Marlborough, the Wairarapa, and Manawatu.

### Our Company Vision

To be the **PORT OF CHOICE** for Central New Zealand.

### Our Values and Guiding Behaviours



Be safe

- We always take personal responsibility.
- We live safety 24/7 looking after ourselves, our mates, port users, and our whanau and family.



One team

- We work together to achieve our shared goals.
- We celebrate success, have fun and play our part to create a great place to work.
- We're always straight up; operating with trust, integrity and respect.



Aim higher

- We're bold, ambitious and extremely competitive.
- We think ahead and always look for ways to get better at everything we do.
- We pride ourselves on continually creating more value for our customers, shareholders and community.



Make it happen

- We always deliver on our promises.
- We have a 'can do' attitude and always find ways to overcome challenges and get things done.

## **Business Unit Purpose:**

### **Port Operations:**

The key role of Port Operations is to:

- Provide safe, effective and efficient service delivery to CentrePort's clients and to manage all operational activities related to containers, break bulk, bulk fuel, cruise and ferries.
- The key contributions to CentrePort are the effective and efficient cost management through a variety of means including employee work practices, optimal use of assets, use of technology and leveraging the logistics supply chain.
- Areas of accountability include terminal operations (including containers, empty depot, break bulk and rail), ferries, cruise, satellite sites, engineering & maintenance, and security.
- Port Operations contributes equally with other CentrePort groups to the development and achievement of CentrePort strategies.

### **Role Purpose and Scope:**

The purpose of the Receiving and Delivery Clerk/Controller is to achieve maximum customer satisfaction and optimise the container terminal operation by:

- Understanding and executing customer requirements relating to import and export of cargo movement and empty container management and executing these in a timely and accurate manner.
- Assisting with yard, vessel, rail and receipt and delivery operations, and planning and monitoring of conventional cargo services.
- Adopting a continual improvement orientation and continually looking for and suggesting ways to enhance productivity, safety and service delivery.

<b>Key Result Area</b>	<b>Accountabilities</b>
<b>Health and Safety</b>	<ul style="list-style-type: none"><li>• Comply with the Health and Safety at Work Act 2015 and the Company's documented health and safety policies, regulations and procedures; this includes, but is not limited to:<ul style="list-style-type: none"><li>○ Participating in the identification of health and safety, environmental and risk control issues.</li><li>○ Following correct and safe work practices, and reporting unsafe conditions and practices.</li><li>○ Wearing appropriate Personal Protective Equipment as specified.</li><li>○ Reporting accurately accidents/incidents/hazards and participating in subsequent investigations.</li></ul></li><li>• Participate in other Risk Control initiatives as required.</li></ul>
<b>Cargo Receiving and Delivery</b>	<ul style="list-style-type: none"><li>• Accurately and efficiently process all inward and outward cargo details received from CentrePort clients and users of its facilities.</li><li>• Work with clients to resolve any incorrect and/or incomplete documentation that might be presented, referring issues to supervisors and managers as required.</li><li>• Develop and maintain effective liaison with authorities such as MPI and Customs to optimise the receiving and delivery process through the Wellington Container Terminal.</li><li>• Plan and process all CentreRail and general rail requirements.</li></ul>

**Business Unit Purpose:****Yard/Ship Control and Container Operation**

- Assist the Terminal Services Supervisor and Planners in the operation of terminal activities such as:
  - Pre-planning and monitoring the exchange and yard allocation of containers.
  - Monitoring and integrating container movements with straddle and crane operations.
  - Processing empty containers to customer requirements.
  - Monitoring straddle change-over times.
  - Monitoring reported damage and safety hazards.
  - Monitoring wind measurement in relation to safe working limits.
  - Monitoring and coordinating the activities of personnel in the working terminal area.
  - Coordinating safety action in the terminal.
- Perform the duties of the Receiving & Delivery and Yard Control Team and Planners as determined by operational requirements.

**Other**

Undertake other tasks or special projects as assigned by the Terminal Services Supervisor from time to time, taking into consideration skills and ability, and time management factors.

**Direct Reports**

Nil

**Delegated Authority**

Authorisation of expenditure and payments up to the maximum delegated to the position. Refer to the current approved Delegated Approval Limits list.

**Performance Criteria**

A Performance and Development Plan will be developed that reflects the contribution the role holder is expected to make towards achieving the team's objectives and measures. This plan will contain objectives that are consistent with the Key Result Areas for the Company.

**Person Specification****Key Experience, Qualifications, Skills Required**

The incumbent will have the skills, qualifications and experience necessary for this position, including:

- Experience in freight forwarding or port operations
- An understanding of logistics, ports or warehouse operations would be ideal
- Proven customer service skills
- Keyboard skills and an ability to use windows-based products
- Attention to detail
- Good interpersonal and communication skills (written and verbal)
- Good problem solving, and decision-making skills
- Resilience and flexibility
- Ability to work shift work covering 24/7 operations
- Ability to work independently and within a team environment