



WORK IN THE CENTRE OF THE ACTION

COMMERCIAL COORDINATOR

POSITION PROFILE

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|-----------------|------------------------------|---------------|-------------------------|
| Business Group: | Commercial and CentreConnect | Reporting to: | Manager - CentreConnect |
| Location:       | Wellington                   | Date:         | July 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 CentreConnect 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



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



- 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.



- 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.



- 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:**

### **Commercial and CentreConnect**

The key role of the Commercial and CentreConnect Group is to:

- Develop and execute the Go to Market Participation Strategies for CentrePort's Import/Export sectors. This includes accountability for:
  - Strategic business development/growth, joint ventures and partnerships
  - Customer Acquisition, Account Management, Retention and Profitability
  - Market intelligence gathering
  - Performance management reporting
  - Group Marketing.
- Development and execution of the CentreConnect brand and service offering, including the integration with the inland hubs development and port operation. This includes financial performance and contribution over time.
- Contribute equally with other CentrePort groups to the development and achievement of CentrePort strategies, including a focus on procurement efficiency across the business.

## **Role Purpose and Scope:**

The purpose of the Commercial Coordinator role is to provide a range of support services to the Commercial and CentreConnect Group with the overall objective of helping maintain and grow CentrePort's containerised business. Responsibilities are wide ranging from covering customer service, logistics and internal & external stakeholder engagement. Broadly the role will have responsibility for the following:

- Ensure service delivery has a strong customer focus, and we are "thinking as the customer" when implementing Commercial initiatives, providing insights in customers' port market and competitor analysis.
- Build and maintain strong relationships with CentrePort partners, ensuring best outcomes for the customer are achieved.
- Be the first point of contact for all CentreConnect customers including attending to and actioning queries and issues as required.
- Day to day management of all CentreConnect processes, ensuring deadlines and Service Level Agreements (SLAs) are met.
- Demand planning and forecasting to meet customer requirements.
- Assist in identifying market opportunities.
- Provide information for monthly board reports.
- Assist in developing performance measures to support business decisions.

### **Key Result Area**

### **Accountabilities**

#### **Health and Safety**

- 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:
  - Participating in the identification of health and safety, environmental and risk control issues.
  - Following correct and safe work practices, and reporting unsafe conditions and practices.
  - Wearing appropriate Personnel Protective Equipment as specified.
  - Reporting accurately accidents/incidents/hazards and participating in subsequent investigations.
- Participate in other Risk Control initiatives as required.

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| <b>Customer Focus</b>                   | <ul style="list-style-type: none"> <li>• Provide feedback from customers and market intelligence obtained from business activities to relevant managers.</li> <li>• Provide high quality customer service and ongoing support to customers.</li> <li>• Assist in building customer appreciation through the active promotion of CentrePort's expertise and delivery capabilities.</li> <li>• Develop a thorough understanding of each customer's industry to assist the Commercial and CentreConnect Group in ensuring that service offerings are defined, developed, and packaged to meet their needs.</li> <li>• Assist in the preparation of Customer Presentations, Pitches, and other pre-sales support as required.</li> <li>• Contribute to ideas on customer solutions to meet clients' business needs.</li> <li>• Assist in identifying, monitoring and mitigating business risk including client retention.</li> </ul>   |
| <b>Research, Analysis and Reporting</b> | <p>Assist in the following tasks/activities as required:</p> <ul style="list-style-type: none"> <li>• Research, analyse, and interpret data from a variety of sources (i.e. competitor and customer analysis, market and industry trends, and the impact of regulatory and environment changes) to assist in the formulation of commercial policies and marketing work plans.</li> <li>• Collate information on margins, trends, contribution targets etc.</li> <li>• Assist with the preparation of the Monthly Board Reports, including ad hoc reports as requested by the Board.</li> <li>• Develop and maintain information about the inter-modal networks which link CentrePort shipping and cargo interests.</li> <li>• Assist in introducing new services as they become available.</li> <li>• Assist in establishing business relationships to maintain customer loyalty.</li> <li>• Support the Commercial and CentreConnect Group in the development and execution of the annual business plan and budget.</li> <li>• Contribute to long term growth strategy for CentrePort.</li> </ul> |
| <b>Other</b>                            | <ul style="list-style-type: none"> <li>• Undertake other tasks or special projects as assigned by the Manager - CentreConnect from time to time, taking into consideration skills and ability, and time management factors.</li> <li>• Represent CentrePort in external forums as appropriate.</li> <li>• Participate and undergo such training as may be required.</li> <li>• Carry out other duties within capability as directed.</li> </ul>  |
| <b>Direct Reports</b>                   | Nil  |
| <b>Delegated Authority</b>              | Authorisation of expenditure and payments up to the maximum delegated to the position. Refer to the current approved Delegated Approval Limits list.   |

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**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. The Plan will contain objectives that are consistent with the Key Result Areas for this Business Unit.

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**Personal Specification**

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**Key Experience, Qualifications, Skills Required**

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

- Strong commercial acumen and customer service focus.
  - Ability to operate in a constantly changing environment.
  - Ability to work independently with minimal supervision.
  - Be an active team player.
  - Advanced communication skills (written and verbal).
  - Skills and abilities in using computer-based analysis and reporting software.
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