



WORK IN THE CENTRE OF THE ACTION

BREAK BULK CO-ORDINATOR

POSITION PROFILE

Business Group:	Break Bulk	Reporting to:	Service Delivery Manager
Location:	Wellington	Date:	October 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



- 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:

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 Break Bulk Co-ordinator role is to assist with:

- Arrangements for the pre-planning of vessels calling at CentrePort.
- Cruise operations activities in accordance with the MOU.
- Planning The day-to-day Break Bulk cargo operation.
- Overseeing the Cruise wardens on a cruise day and ensure task are being completed as required and in a safe, efficient and customer focussed way.

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.
Pre Planning of Vessels	• Coordinate vessel activities with the Marine Services and relevant stakeholders, including transport and traffic management. • Attend meetings (e.g., Toolbox) and conduct required reviews and audits. • Liaise with relevant authorities (e.g., MPI, Customs) as required. • Assist Cruise, Security, and clients with pre-planning and documentation issues.

Cruise Operations Support	• Support the daily delivery of cruise services by liaising with Marine Services on berthing requirements, and coordinating with agents, government bodies, contractors, and tour operators. • Liaise with third-party resources, security teams, and tour agents to ensure operational efficiency and the seamless execution of tasks. • Provide excellent customer service by addressing and resolving passenger complaints promptly, always ensuring a positive cruise experience. • Report operational challenges at the terminal to the Service Delivery Manager including proactively identifying and resolving issues to minimise disruptions and enhance service delivery. • Ensure the cruise terminal remains clean, well-maintained, and presentable, meeting both operational and customer service standards.
Break Bulk Operations Support	• Support the Break Bulk Supervisor to plan and organise cargo operations to ensure the safe and productive utilisation of Cargo Handlers and supplementary labour for each vessel loading. • Ensure PCBUs activity records are maintained to company standards, including accurate entry of such data into CentrePort's electronic data processing management systems as required. • Provide coverage for the Break Bulk Supervisor as needed.
Customers	• Build and maintain strong relationships with customers by regularly communicating to understand their business needs and priorities. • Ensure that customer priorities are safely and promptly actioned. • Ensure that information via the Electronic Data Interchange is correctly received and transmitted to and from customers.
Other	• Carry out other tasks as requested by the Service Delivery Manager (Break Bulk) and Cargo Manager within the individual's capabilities and qualifications. • Participate and undergo such training as may be required. • Ensure that terminal, shed and berth cleaning is carried out.
Direct Reports	Nil May be required to oversee Cruise staff and contractors.
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:

- Ability to oversee staff in an operational or logistics environment.
 - Physically fit to perform duties in all weather conditions, with availability to work during key vessel activity times and adapt to changing schedules.
 - Full Class 1 driver's license required,
 - Exceptional interpersonal and customer service skills, with the ability to engage effectively with diverse teams and third-party providers.
 - Strong problem-solving skills, along with the capability to manage conflict and ensure a safe working environment.
 - Ability to work with minimum supervision, manage day to day duties, and make appropriate decisions within the scope of the role, acting on them applying relevant training, skills and experience.
 - Proficiency in data entry and Microsoft Office (including Word, Excel and Outlook).
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