



CRUISE HOST

POSITION PROFILE

Business Group:	Port Operations	Reporting to:	Service Delivery Manager
Location:	Wellington	Date:	July 2026

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 Cruise Host role is responsible for:

- Delivering a safe, welcoming, and positive experience for cruise passengers and crew.
- Representing CentrePort and Wellington professionally by providing visitor information, terminal services, and customer support.
- Supporting the safe and efficient operation of cruise activities and passenger movements.
- Provide operational, project and administrative support to the wider Break Bulk team and across the business as required.
- If assigned as Cruise Leader: Overseeing shift operations, coordinating resources, and supporting Cruise staff to ensure safe, efficient, and successful delivery of cruise vessel operations.

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 Personal Protective Equipment as specified. ○ Reporting accurately accidents/incidents/hazards and participating in subsequent investigations. • Participate in other Risk Control initiatives as required.
Customer Service	• Meet and greet cruise passengers and crew upon arrival and departure. • Provide a high level of customer service and assistance at all times. • Act as an ambassador for the company and the region.

	• Provide information and recommendations on local attractions, activities, transport options, facilities, and services.
Passenger Services and Information	• Assist passengers and crew with services available at the Cruise Terminal. • Provide and process payments for internet services, phone cards and other services. • Assist passengers and crew with communication services and general enquiries. • Provide accurate information regarding tours, transport, and visitor services.
Cruise Operations Coordination	• Liaise with tour operators to ensure accurate information is communicated to visitors. • Coordinate transport arrangements with shuttle services and external providers as required. • Support the safe and efficient movement of passengers and crew throughout the terminal and berth area. • Assist with cruise-related operational activities as directed. If assigned at Cruise Leader: • Lead and coordinate cruise operations during allocated shifts, ensuring safe, efficient, and seamless service delivery. • Allocate and adjust staff and operational resources throughout the shift to meet operational requirements. • Provide on-shift leadership, guidance, and direction to Cruise Hosts and other operational staff. • Act as the primary operational contact during the shift, liaising with shipping agents, customers, contractors, and internal teams to ensure the successful delivery of cruise operations.
Operational and Business Support	• Support activities and projects within Break Bulk operations • Provide operational, administrative, project and customer service support to other business units and teams as required. • Assist with special events, projects, and company-wide activities/initiatives. • Complete administrative tasks, maintain records, and support reporting requirements.
Other	• Carry out other ad hoc tasks that may be required from time to time. • Participate and undergo such training as may be required.
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:

- Proven customer service experience focused on positive guest experiences.
- Strong communication and interpersonal skills with a friendly, professional manner.
- Good organisational skills with the ability to manage multiple tasks and changing priorities.
- Flexibility to work varied hours, including weekends and shifts.
- Confidence in handling cash and processing transactions accurately.
- Competent using computers, internet tools, and basic digital systems.
- Ability to work independently and as part of a team.
- High standard of personal presentation.
- Knowledge of Wellington and its attractions, or ability to quickly learn.

As Cruise Leader:

- Full Class 1 Driver's licence. Forklift and or OHS endorsements are advantageous.
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