



WORK IN THE CENTRE OF THE ACTION

CARGO COORDINATOR

POSITION PROFILE

Business Group:	Port Operations	Reporting to:	Head of Cargo Operations
Location:	Wellington	Date:	October 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



- 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 Cargo Coordinator role is to:

- Assist with the pre-planning and coordination of vessel activities and operational requirements.
- Coordinate the planning and day-to-day Cargo operations.
- Provide backup support for Cruise operations and other operational activities as required.
- Coordinate accounts and regular reporting processes, including forecasts, project updates and other required information.
- Coordinate customer requests, stakeholder requirements and operational information to support safe, efficient and effective service delivery.

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 Marine Services and relevant stakeholders, including transport and traffic management requirements. • Attend relevant meetings, including Toolbox meetings, and complete required reviews and audits. • Liaise with relevant authorities such as MPI and Customs as required.

	• Provide support to Cruise, Security, and clients with pre-planning documentation and operational requirements.
Operations Support	• Support the planning and coordination of cargo operations to ensure the safe and productive utilisation of Cargo Handlers and supplementary labour for vessel operations. • Maintain accurate PCBUs activity records and enter information into CentrePort's electronic management systems in line with company requirements. • Coordinate shed activities with customers, operations, contractors, government agencies and other stakeholders. • Provide backup support for the day-to-day delivery of cruise services, including liaising with Marine Services, agents, contractors, government agencies and other stakeholders, supporting passenger service and helping resolve operational issues. • Support the day-to-day operational requirements for Ferries and Bulk, including Health & Safety, Permits to Work, AQ operations and operator oversight. • Provide backup support for Ferries and Bulk Fuel operations, ensuring planned activities and services are delivered safely, efficiently and to required customer standards. • Coordinate and monitor terminal, shed and berth cleaning to ensure areas are maintained to the required operational standards. • Provide coverage for the Cargo Supervisors as required.
Customer Support	• Build and maintain positive relationships with customers, understanding their needs, priorities and requirements and identifying opportunities to improve customer support. • Respond to customer queries and issues in a timely and supportive manner, coordinating with customers and internal teams to resolve issues and ensure agreed actions are followed through safely and promptly. • Coordinate customer-related activities and works, ensuring relevant processes are followed and customers are kept informed of progress and outcomes. • Maintain accurate records of customer issues, activities and progress, including ensuring information is accurately exchanged through the Electronic Data Interchange. • Provide customers with relevant information, documentation and data as required.
Financial & Reporting Support	• Coordinate accounts and regular reporting processes, including forecasts, project updates and other required information. • Support the preparation and monitoring of budgets for assigned projects. • Support the accounts process for Ferries and Bulk Fuel (including damage claims, invoicing, fuel on-charging, third party costs).

	• Compile and maintain accurate records and reports on customer issues, including damage being assessed or repaired, and provide regular updates to relevant stakeholders. • Prepare ad-hoc analysis and information as required to support operational and business needs.
Other	• Carry out other tasks as requested by the Head of Cargo Operations and Cargo Supervisors within the individual's capabilities and qualifications. • Participate and undergo such training as may be required.
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:

- Excellent interpersonal and customer service skills, with the ability to work effectively with diverse teams, customers and third-party providers.
- Sound problem-solving and conflict resolution skills, with a commitment to maintaining a safe working environment.
- Well-developed organisational and time management skills, with the ability to prioritise tasks, manage competing demands and meet required timeframes.
- Ability to work with minimal supervision, manage day-to-day responsibilities and make appropriate decisions within the scope of the role, applying relevant training, skills and experience.
- Experience overseeing staff in an operational or logistics environment.
- Ability to work outdoors and in varying weather conditions, with flexibility to work around key vessel activity and changing operational schedules.
- Full Class 1 driver licence.