

POSITION DESCRIPTION

POSITION DETAILS

Position:	Casual Weighbridge Operator
Division:	Operations
Location:	Port Taranaki – New Plymouth
Date:	April 2025

PURPOSE

To provide services that support customer requirements and wharf operations, including providing customer service, completing data entry, and monitoring the weighbridge equipment and operations while vessels and trucks are unloading and loading goods.

OUR VALUES

Our values guide us on how we act with one another and how we make decisions within our business. Demonstration of these values will be key to your success:

- **Our people come first:** we take care of each other and our communities
- **Integrity guides us:** we trust each other and act with respect and honesty, even when it is challenging
- **We embrace the future:** we strive for improvement through innovation and learning
- **We collaborate to succeed:** we work as a team, helping each other succeed

KEY RESPONSIBILITIES

Weighbridge

- Provide first-level customer service support to all Weighbridge station users
- Provide information, advice, and guidance to port users
- Maintain all records of information and/or logs for accurate reporting requirements at the Weighbridge
- Monitor weighbridge equipment and report or escalate any issues that arise
- Monitor activities related to security, safety, and the port environment

Health and Safety

- Support and engage with initiatives led by the H&S Team
- Establish and maintain open communication with team members to enable good safety outcomes
- Participate in the event reporting process to capture and address safety issues, security issues, good behaviours and new ideas
- Communicate safety information in a diverse range of methods to team members
- Adhere to company H&S policies and procedures

Customer Focus

- Continually develop and maintain a high standard of working relationship with customers, suppliers and other Port Taranaki staff, promoting Port Taranaki in a positive light
- Contribute to wider Port Taranaki initiatives and continually put forward ideas that improve how we operate
- Engender a spirit of teamwork and cooperation in the department and the company as a whole

Additional Duties

- Any other duties of a similar type and special projects as required by the Operations Coordinator or delegate

EXPERIENCE, QUALIFICATIONS AND SKILLS

Specific Knowledge, Skills & Abilities

Essential

- Strong customer service ethic
- Forward thinking, able to work unsupervised
- Able to proactively address potential challenges
- Excellent communication and interpersonal skills
- Computer Literate (Excel/Word/Email)