

## POSITION DESCRIPTION

### POSITION DETAILS

Position:	General Port Operator (Level One)
Division:	Operations
Location:	Port Taranaki – New Plymouth
Reports to:	Wharf Services Team Lead
Date:	November 2024

### PURPOSE

The General Port Operator (Level One) is responsible for ensuring the safe, smooth and effective delivery of operational port services and activities. This includes monitoring and maintaining a secure site, managing entry and exit of port users, assisting with mooring and ship services and providing effective customer service communications.

### 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

#### Landside customer service

- Deliver exceptional service for all stakeholders and port users, including customers, contractors, truck drivers, ship's crew, employees etc.
- Provide effective information, advice and guidance to all port users.
- Maintain a safe and secure port environment by managing port user's entry and exit requirements at our gatehouse and by conducting security patrols across our sites, including conducting regulatory inspections and proactively reporting any concerns.
- Maintain and operate communications and security systems and equipment, including Cardax, CCTV systems and Marine Berth.
- Continually develop and maintain a high standard of working relationships with port users.

- Demonstrate a thorough understanding of the location and function of essential buildings and structures within and around Port Taranaki - using this knowledge to guide visitors, support team coordination, and navigate port operations seamlessly
- Maintain a high level of awareness regarding Port Taranaki's designated operational areas, including safety-sensitive restricted area zones such as the NKTT, Log Yards, and operational wharves
- Serve as the primary first responder to incidents within the port, carrying all required first aid and safety equipment on patrol and is proficient in using the AED.

### **Landside wharf services**

- Assist with the mooring operations of commercial vessels.
- Assist with the positioning, removing, and cleaning of hoppers used for unloading products from moored vessels.
- Undertake regulatory required wharf cleaning for MPI/biosecurity clearances.
- Support the HIAB operator with various duties associated with landside operations e.g., transportation of gangways, potable water and loading of stores onto vessels.
- Input accurate service and billing related information for each job into MES.

### **Compliance**

- Be familiar with and ensure compliance to our policies and procedures in line with our Port Security Plan, the Maritime Security Act 2004 and the International Ship and Port Security Code (ISPS).
- Be familiar with, act on and respond to any relevant regulatory requirements at the port including customs, biosecurity, maritime etc.

### **Health, safety and environment**

- Assist with investigations and report all security incidents internally and externally, as required when patrolling, and perform the duties of first responder as directed.
- Actively participate in health, safety and environment (HSE) meetings and initiatives, adhere to company policies and procedures.
- Act as an Emergency Response Team member, as determined by the event
- Actively participate in the event reporting process to capture close calls, safety issues, security issues, good behaviours and new ideas.
- Switch On and take responsibility for the safety of yourself and others around you.
- Be familiar with our critical risks and always follow lifesaving rules and keep up to date with company safety communications.

### **Additional Duties**

- Any other duties or roster cover of a similar type, including special projects, as required by the line manager.

## EXPERIENCE, QUALIFICATIONS AND SKILLS

### Qualifications and Experience

#### Essential

- Holds and maintains a full NZ driver's license
- NCEA Level 2 or 3 or equivalent

#### Desirable

- NCEA Level 3 or 4 or equivalent
- Certificate Level 3 in customer service or similar field
- Certificate Level 3 in security services or similar field
- Maritime Restricted Radiotelephone Operator Certificate (MRROC)
- Working experience in a customer service position
- Working experience in a Port or Secure environment

### Specific knowledge, skills, and abilities

#### Essential

- Holds and maintains a high level of physical fitness
- Ability to self-manage personal fatigue and work flexible hours
- Proactive nature with a willingness to learn every day
- Strong continuous improvement mindset
- Enthusiastic and energetic communicator
- Ability to work to a plan and under pressure
- Safety conscious – including self-management, hazard management and care of colleagues
- Ability to work autonomously and able to contribute collaboratively in a team
- Savvy with digital systems

#### Desirable

- Previous work in a physical role
- Previous work in a roster based 24/7 environment
- Previous work in a marine based role
- Previous work experience using the Microsoft 365 suite or a data entry system