

Position Description



Cruise Assistant (Seasonal)

Date	August 2026
Purpose of Position	To help create a safe and positive experience for cruise passengers.
Reports to	The cruise assistants will predominately report to the Sustainability & Cruise Manager, but may report to either of the below supervisors on a day-to-day basis as required: • Cruise Operations Lead • Cruise Operations Supervisor
Key Relationships	• Cruise Passengers • Tour Operators and External Contractors • Cruise Operations Supervisor • Cruise Operations Lead • Terminal Team Supervisors • Cargo Handlers
Qualifications & Experience	• High standard of health and safety. • Good local knowledge of Dunedin & Port Chalmers • Strong people skills – cultural sensitivity, ability to thrive during high-pressure and fast-paced environments and excellent conflict resolution. • Knowledge of New Zealand border entry and ID requirements is desirable but not essential.
Direct Reports	Nil

Core Responsibilities

Health & Safety	• Takes responsibility for own and others safety. • Follow all Port Otago Health & Safety guidelines and procedures. • Reports and escalates Health & Safety issues to Supervisor/Manager (everybody's responsibility in every situation). • Report all incidents, injuries and near misses accurately and in a timely fashion. • Participate in injury management processes and accept first aid when reporting work related pain or discomfort and harm. • Participates in site inductions and on-going Health & Safety related training programmes.
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	• Ensure strict adherence to safety standards, statutory and legislative requirements & Port Otago policies and procedures. • Comply with work area PPE requirements. • Follow the “Take 5” personal task hazard process. • Responsible for ensuring a safe workplace and adherence to good housekeeping practices. • Present to work in a fit state free from risk of impairment due to fatigue, drugs & alcohol.
Operational Performance	• Set up and pack down of barriers and walkways each day. • ID checking and entrance checks for cruise passengers and ship crew when required. • Manage and maintain safety control of cruise passengers and tour operators. • Crowd and access control of cruise passengers and tour operators. • Traffic control / management of cruise tour operators. • If required and assigned, cruise passenger golf-cart and shuttle transfers.
Customer Service	• Represent Port Otago in a positive and professional manner to all parties. • Ensure effective relationships are maintained with customers and other service providers. • Ensure excellent working relations between direct team and other kaimahi.
Innovation	• Look for ways to streamline processes to ensure a timely experience for cruise passengers and external customers/contractors that align with Port Otago’s safety protocols and procedures, raising any suggestions for streamlining or safety improvements to the Manager/Supervisor. • Answer any questions and provide advice and / or directions for cruise passengers.
Team Contribution	• Develop open honest and respectful working relationships with all team members and members of the wider management group. • Promote a cohesive and inclusive team culture. • Represent Port Otago activities appropriately by providing support and sponsorship of agreed decisions and directions. • Actively listen to other people’s ideas and contribute positively to team activities. • Be polite and courteous to all team members to maintain a professional environment. • Actively support the Port Otago values through behaviour & actions.

Key Performance Measures

Health & Safety	• To always have safe work practices and to be a role model for others. • All incidents, injuries & near misses are reported promptly and accurately. • All hazards identified are reported immediately. • Follow policy and procedures to enable a culture of failing safely. • Self-report when there is a risk of impairment from fatigue, or drugs & alcohol.
Operational Performance	• Demonstrate 100% accuracy and compliance for ID entrance checks • Maintain safe cruise passenger flow within the cruise terminal • Set up and pack down completed on time
Teamwork	• Works collaboratively to achieve the common goal. • Shows respect for what others are trying to achieve by actively listening and responding constructively. • Develop open and honest working relationship with other kaimahi. • Maintains good working relationships including good co-operation and communication between teams. • Looks for opportunities to help other team members. • Maintains a safe and tidy working environment.
Values	• Acts within the Port of Otago values at all times. • Punctual time keeping for work and scheduled meetings. • Contributes positively to team meetings and Health & Safety meetings.