

POSITION DESCRIPTION

Port Nelson -The Region's Gateway to the World



Cargo Controller

Reports To	Cargo Services Supervisor
Location	Nelson
Key Relationships	Internal: • Terminal Operations Team • Quay Pack • All other PNL Teams External: • Shipping Lines • Transport Operators • Shippers • All PNL Customers • All PNL Port Users
Direct Reports	None
Delegated Authority	As per delegated authority guidelines.

SECTION A – OUR ORGANISATION

Port Nelson is owned by Infrastructure Holdings Limited which is owned equally by Nelson City Council and Tasman District Council. Our purpose is to facilitate regional prosperity, *Kia āhei ki te kōkiri whakamua ki te taumata ā-rohe*.

Port Nelson is the maritime gateway for Te Taihū – a vital hub for economic activity and a key facilitator of our region's continued growth and prosperity. We are solution-focused offering world-class customer-orientated services alongside a highly experienced and knowledgeable team.

The values by which we operate our business are best described by the acronym ASPIRE, standing for:

ACCOUNTABILITY

To be accountable for our actions, our performance and outcomes.

SAFETY

To act in a manner that prevents the risk of injury or danger.

PASSION

To maintain a powerful and compelling enthusiasm about what we do at Port Nelson.

INTEGRITY/ HONESTY

To be truthful, upright and act according to what is right.

RESPECT

To hold the people around us in high esteem and show consideration

EXCELLENCE

To continually strive to be the best at what we do.

SECTION B – POSITION PURPOSE

- To plan, control and coordinate the movement of cargo to and from the port via land or sea, utilising Navis Master Terminal (NMT), while exercising sound operational judgement and prioritising competing requirements.
- To perform daily cargo administration functions utilising NMT, ensuring information is accurate, timely and supports effective operational decision-making.



- To provide a high level of customer service and maintain effective working relationships with shipping lines, transport operators, shippers and other internal and external stakeholders.

SECTION C – KEY ACCOUNTABILITIES

Key Accountabilities	Task
Cargo Control	• Coordinate the receipt, delivery and storage of cargo and containers moving through the terminal. • Receive and process customer documentation, checking that information matches the cargo and is accurately recorded in NMT and other systems. • Maintain vessel bookings and ensure accurate pre-noter information is provided to relevant stakeholders. • Manage and coordinate yard activity using NMT queues to support the planned movement of cargo through the terminal. • Produce load plans, load lists, final reports and other vessel documentation as required. • Coordinate receipt windows, cut-offs and physical receipt of cargo. • Coordinate empty container acceptances and releases and respond to related customer enquiries. • Plan and allocate export and empty-container yard grids in conjunction with the Yard Planner. • Reconcile and report on cargo received and provide accurate information to shipping lines and other stakeholders. • Coordinate administration for imported used motor vehicles, including manifests, MPI inspections, cleaning and delivery to importers. • Coordinate terminal closure responses during high-wind events and support other yard activities as required. • Ensure compliance with requirements imposed by MPI, NZ Customs and other relevant regulators.
Customer Service & Stakeholder Relationships	• Maintain and enhance effective working relationships with shipping lines and their clients, transport operators, shippers and other stakeholders. • Provide a very high level of customer service to internal and external stakeholders, responding to enquiries promptly and professionally. • Communicate clearly and effectively to coordinate competing operational requirements and resolve cargo-related issues.
Health & Safety	• Take an active role in ensuring the safety of yourself and others, promoting a safety-minded approach within the team. • Adopt safe work practices, follow applicable safety rules and standard operating procedures, and use required safeguards, equipment and PPE. • Take action on unsafe behaviour and promptly report hazards, incidents, near misses and plant or equipment issues. • Participate in incident investigations, H&S audits and the resolution of safety concerns as required. • Support the Company's Drug and Alcohol Programme and participate in rehabilitation programmes where required.



Continuous Improvement	• Maintain an analytical mindset and identify opportunities to improve processes, systems and service delivery, supporting implementation where appropriate. • Undertake project work or other duties reasonably required.
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SECTION D – KNOWLEDGE, SKILLS & EXPERIENCE

Qualifications	• Secondary School to UE Level (NCEA L3) or equivalent • Polytechnic or Tertiary Qualifications for computer systems (desirable) • Driver's License • First Aid (desirable)
Experience	• Previous experience in a shipping, logistics or related operational role. • Experience using an IT cargo management or terminal operating system, or similar. • Previous administrative or accounts experience. • Experience dealing effectively with customers and a range of stakeholders.
Skills and Knowledge	• Strong computer, data entry and systems skills. • Knowledge of container or terminal operations (desirable). • Excellent written and verbal communication skills, with the ability to relate effectively to colleagues and stakeholders across a variety of roles. • Strong planning, organisation and prioritisation skills. • High level customer service skills. • Strong problem-solving and operational decision-making skills.
Personal Attributes	• High level of attention to detail. • Ability to manage multiple competing priorities effectively and prioritise tasks in a dynamic, fast-paced environment. • Ability to remain calm and work effectively under pressure with minimal supervision. • Well organised, adaptable and able to work flexibly as required. • Positive, professional and courteous manner. • Analytical approach to problem-solving and continuous improvement. • Ability to work effectively as part of a team.

ACKNOWLEDGEMENT

I accept this job description identifies the key elements of the job for which I am accountable.

Confirmed by Employee

Signed:

Date:

