

## Module 1: Overview

### Overview



Kia ora

It's choice to have you on board the Transport team, putting the sport in Transport.

The Transport programme will be delivered to the highest international standards:

- Meet our clients expectations
- Setting the benchmark for Transport services in New Zealand
- Showcasing standards of New Zealand hospitality, professionalism and legacy.

You come to the Transport team with a range of Transport knowledge and experience. It is important that we provide a service that is nationally consistent and continually strives to set the benchmark.

You are a vital link to the successful delivery of our programme. Enjoy this training - I will be with you every step of the way. And again, it is great to have you on board. Let's get amongst it.

### Transport Team Roles



#### Transport Manager

- Strategic development and delivery of the Transport programme

#### Transport Coordinator

- Subject matter expert for key transport related decisions in the region
- Assist the Fleet Centre to update schedules, rosters and planned breaks
- Management of transport delivery at the Fleet Centres and venues within the region
- Report issues, resolutions and updates with key client groups
- Resolve operational issues regionally

#### Fleet Coordinator

- Manage daily operations at the Fleet Centre
- Conduct daily driver briefings
- Create a positive operating environment for the workforce
- Identify resource needs through forward planning
- Oversee fleet management
- Assist workforce to succeed in their roles
- Provide regular updates to Transport Coordinator

**Transport Team  
Roles continued****Fleet Operations – Fleet Centre and/or Mobile**

- Assist with commissioning and decommissioning of vehicles
- Oversee the distribution of equipment, vehicles and resources for the Fleet Coordinators
- Assist the Fleet Communications Officer in the allocation of work
- Monitor Fleet Driver availability and assist workforce
- Auckland and Wellington only.

**Fleet Communications Officer – Fleet Centre**

- Assist in the planning and tracking of drivers
- Receive and despatch transport requests
- Maintain close communications with the driver team and update progress
- Provide status reports, updates and report issues
- Works closely with Fleet Coordinator to manage the Fleet Centre operations.

**RWC2011 Driver**

- Arrive at Fleet Centre on time and sign-in
- Check roster and daily work schedule
- Check equipment, radio, phone, folders and schedule information
- Check vehicle for cleanliness and condition. Report any faults
- Familiarise yourself with routes and client
- Deliver a safe and courteous experience to our clients groups
- Complete paperwork relating to role

**Coach Load Zone Officer**

- Sign-in at Fleet Centre and attend briefings
- Assist with setting up any load zone signage
- Ensure the safe loading and unloading of clients at load zones
- Manage the orderly queuing of clients to ensure the efficient and effective movement of passengers
- Communicate with Fleet Centre effectively
- Greet clients in a friendly manner.