

Position Vacant 2019

Department: VISITOR & MEMBER SERVICES
Job title: IVR OFFICER – JAPANESE SPEAKING
Applications open: MONDAY 22nd JULY 2019

Currumbin Wildlife Sanctuary (CWS) is located on the Southern end of Gold Coast. We are the largest attraction within the National Trust of Australia (Queensland) portfolio and feature a vibrant and varied collection of Australian Wildlife and Non-Native Exotics located one block back from beautiful Currumbin beach.

Currumbin Wildlife Sanctuary is currently seeking a friendly and fast working International Visitor Relations Officer who has excellent ability in both spoken English and spoken Japanese. This position is to assist all visitors; both domestic and international attending Currumbin Wildlife Sanctuary. You will also meet & greet International Tour Guides, group members and individual visitors. The successful applicant will be someone that is able to provide friendly and efficient service to our guests to ensure their time with us is memorable. If you have a positive and friendly approach to your work, eye for detail, outstanding guest service and enjoy working within a friendly team, then you will be highly suitable for this role.

Position details & duties

- The ability to deliver a warm welcome, accurate administration & ticketing transactions, and willingness to communicate and sell the features of the Sanctuary to guests, will be the core elements of this role.
- Associated administration duties will involve prompt and efficient processing of sales, invoices and payment methods, reservations, & preparation of vouchers.
- Daily operating procedures of all tour groups and general admission guests.
- Daily preparation of upcoming bookings & tours.
- Previous experience in cash handling and the use of POS systems is required.
- Assisting the Koala photo team with large group bookings.
- Teamwork, flexibility, patience and initiative will be elements that will indicate your success for this role.
- This is a casual position that will involve some weekend, public holiday and school holiday work, so 7 day availability is required.
- Typical shifts will range from 7.30 am up to 5.00 pm across a 7 day rotating roster.
- The successful candidate may be required to provide a current satisfactory police check.
- Pay and work conditions are under the Amusements, Events & Recreations Award 2010.
- Non-smokers are preferred.

Selection Criteria:

1. Previous experience in customer service and working with Japanese Tour groups is desirable.
2. Visa requirements – we require you to have permanent residency, citizenship status or hold a student visa.
3. Excellent level of spoken Japanese and English is essential.
4. A background in Tourism or Hospitality would be desirable.
5. Previous experience working with Japanese tourists is highly desirable.
6. Can communicate clearly in English using telephone and email & has intermediate ability with Microsoft Word, Excel and Outlook.
7. You will require skills in cash handling, data entry and suggestive selling.
8. You must be a friendly and helpful person with a high standard of personal presentation.
9. Be confident and comfortable engaging with visitors from all nationalities and be able to provide a brief introduction to our Japanese visitors about interacting with our wildlife.
10. You must have a flexible, cooperative attitude, & be a team player.
11. Non-smokers preferred.
12. You must be comfortable to work alongside Aussie Wildlife, including birds, snakes and reptiles.

How to Apply

Your application should include your resume plus a brief cover letter stating how you meet the Selection Criteria. Please email your application to this email address: employment@cws.org.au.
Thank you.