

Position Vacant 2018

Department:	VISITOR & MEMBER SERVICES
Job title:	INTERNATIONAL VISITOR RELATIONS MANAGER – FULL TIME
Applications open:	TUESDAY 03RD JULY 2018

Currumbin Wildlife Sanctuary is currently seeking a personable, diplomatic and energetic Manager to provide increased levels of service to our valued international guest. The successful candidate will join the Visitor & Member Services team in a leadership role & directly report to the Visitor & Member Services Manager. Your role will hold responsibility for the leadership and management of our 7 International Visitor Relations team members. The role will have the key focus on ensuring our international guests (particularly our Chinese guests) have an outstanding experience and cherish the memory of their visit to Currumbin Wildlife Sanctuary as a highlight of their holiday. Ideally you will have a strong background within the Tourism or Hospitality industries, and will be at supervisory or management level ready to take on an exciting new challenge.

Position details & duties

- This is a full time salaried role, working daytime shifts that will include one weekend day.
 - An attractive salary is on offer to the successful candidate.
- Your duties will be varied and will involve:
- Assist the Global Sales team in delivering in park hosted Famils.
 - Assist the Global Sales Managers, in particular Greater China market, to achieve deliverables and assist/co-ordinate with group logistics.
 - Meet, liaise and create strong ongoing relationships with key international agents and tour guides.
 - Assist Global Sales team to coordinate large group arrivals – majority from Greater China markets.
 - Attend industry functions on behalf of NTAQ - CWS when needed.
 - Able to negotiate with international guests and tour guides/leaders as required.
 - Be physically present in key locations around the park during key periods daily to assist international guests at Koala Photos, Free Flight Bird Show and the Kangaroo Paddock.
 - Be able to translate as required for international visitors, particularly from the greater China market.
 - Promote upselling of products both personally and through the International Visitor Relations team including Koala Photos, food and beverage deals and animal experiences.
 - Have well developed communication skills and can liaise with multiple different nationalities and cultures.
 - Directly manage the International Visitor Relations team - you will lead your team by providing support, mentorship & expertise to grow the capability of the department and effectively manage all staffing requirements.
 - Be physically fit, as this role involves lots of walking and standing. This is not a desk job.
 - Will respond to First Aid incidents as a designated First Aid responder.

Selection Criteria:

1. Minimum 3 years' experience in Guest Relations or similar, within a Hospitality or Tourism based organisation is required
2. Knowledge and experience within the Gold Coast Inbound Asian markets is essential.
3. Must have excellent spoken Mandarin and English. Cantonese language would be desirable.
4. Ability to use Microsoft Word, Excel and Outlook to a moderate level is essential.
5. You will possess strong organisational skills, a supportive leadership style, and prior experience at Supervisory level.
6. Strong capability in complaint handling & problem solving.
7. You must be a team player and have a calm, cooperative and courteous personality.
8. Can work well under pressure & time constraints, with very high level time management skills.
9. Communicates clearly and professionally and has a high standard of personal presentation.
10. Has appropriate fitness level to walk distances daily, in all weathers and can work in an environment with native wildlife including birds and reptiles.
11. Qualifications in Travel, Tourism or Business will be highly regarded.
12. Has availability to work a flexible roster, which will include weekends and holiday periods.
13. First aid qualifications (or willingness to be trained) are essential.
14. Knowledge of NT-Currumbin Wildlife Sanctuary would be advantageous.
15. Non-smokers are preferred.

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.