

Position Vacant 2018

Department:	VISITOR & MEMBER SERVICES
Job title:	TEAM LEADER – PART TIME CONTRACT
Applications open:	TUESDAY 03RD JULY 2018

National Trust of Australia (Queensland) – Currumbin Wildlife Sanctuary is seeking a customer focused and motivated individual with stand-out leadership and mentoring skills to join our Visitor & Member Services Team in the role of Team Leader. With your solid background in Front Desk/Reservations /Ticketing at supervisory level within the Hospitality or Tourism industries, you will be looking to take on this new challenge. The successful candidate will be customer focused and an inspiring role model for the VMS team members whilst ensuring that they are performing to a high standard and enjoying their roles.

Position details & duties

You will work within a friendly and busy team responsible for warmly welcoming our guests to the Sanctuary and being the first point of contact for any concerns and enquiries. This role is customer facing, and requires a person who can help lead the team in meeting and maintaining standards.

- The role will include working at the main desk and office with the duties including serving guests, processing memberships, ticket sales, trouble-shooting, cash balancing, taking reservations in a friendly, efficient & proactive manner.
- Effectively communicating with departments across the site to ensure guest requirements and expectations are achieved.
- Sharing your local knowledge to give guests a great experience on the Gold Coast and creating a warm and welcoming atmosphere.
- Leading, developing and training staff to be their best.
- Promote a cohesive, productive and motivated work group.
- Ensure safety, security and legislative requirements are always met.
- This is a part time 6 Month Contract, working a 30-38 hours per week. Extension of contract may be considered.
- Weekend work will be required on a rotating roster. Work over all holiday periods will be required. Extra hours may be offered subject to business needs.
- Pay rate and conditions under the Amusements, Events & Recreation Award 2010.
- The successful applicant may be required to provide a satisfactory police check clearance.
- Non-smokers are preferred.

Selection Criteria:

1. Experience at the level of Hotel Senior Receptionist or Front Office/ Reservations/ Tour Desk Supervisor or similar is required.
2. Has a calm, helpful & courteous personality and strong capability in complaint handling & daily operations problem solving.
3. Knowledge of Gold Coast Inbound Asian markets would be an advantage.
4. You will possess strong organisational skills, a supportive leadership style, and genuine supervisory experience. Your people management skills will be of a very high standard.
5. Can work well under pressure & time constraints, with high level time management skills.
6. Experience using Centaman or other similar reservation system would be highly regarded.
7. Communicates professionally and clearly in person, via phone and in writing.
8. Has a high standard of personal presentation, has appropriate fitness level to walk long distances in all weathers and can work in an environment with native wildlife including birds and reptiles.
9. Qualifications in Travel, Tourism or Business will be highly regarded.
10. Has availability to work a flexible roster, which will include weekends and holiday periods.
11. First aid qualifications would be an advantage.
12. Knowledge of NT-Currumbin Wildlife Sanctuary would be advantageous.
13. 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. Applications will only be accepted via email: employment@cws.org.au