

## Position Vacant 2018

<b>Department:</b>	<b>RETAIL</b>
<b>Job title:</b>	<b>RETAIL ATTENDANT – CHINESE SPEAKING</b>
<b>Applications open:</b>	<b>THURSDAY 23<sup>RD</sup> AUGUST 2018</b>

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.

We are currently seeking a friendly, courteous & highly experienced Retail professional who can speak Chinese/ Mandarin to join our Retail Team. Here at Currumbin Wildlife Sanctuary we deliver a fast paced, high volume retail experience, always in combination with excellent service to all our visitors, both domestic and international. Our retail team members take pride in their work, the presentation of their shop floors and in their excellent sales results. Only applicants with excellent spoken English & Mandarin will be considered for this role.

### **Key Position Details & Duties:**

As a Retail Attendant, you will be required to speak both English and Mandarin to deliver friendly customer service and achieve daily sales targets through excellent product knowledge. Your duties will include customer service, maximising sales, cash control & balancing, stock & shrinkage control, dispute resolution, merchandising. Participation and commitment to achieving departmental objectives is a core element of this role, along with being an energetic and positive team player. Currumbin Wildlife Sanctuary operates 3 busy retail outlets across the site, and you may work at any of these outlets throughout the day.

- This is a casual position with hours of work ranging from Monday to Sunday on a rotating roster.
- Full availability over Qld and NSW School Holiday periods is essential.
- Pay and work conditions are under the Amusements, Events & Recreations Award 2010.
- You must be comfortable working in an outdoor environment that includes birds and reptiles.
- The successful applicant may be required to provide a satisfactory police check clearance.
- Non-smokers are preferred.

### **Selection Criteria:**

1. You will have a minimum of 2 years' experience in a Retail role.
2. Excellent level of spoken Mandarin and English is essential.
3. Previous experience working with Chinese tourists is highly desirable.
4. You have experience in achieving daily sales targets.
5. You have accurate and competent cash handling skills.
6. You have a high standard of personal presentation.
7. You have excellent communication skills and are very comfortable communicating with both local and international customers and assisting them with their needs.
8. You are a friendly and genuine team player, who enjoys working with others.
9. Able to work quickly & efficiently with strong time management skills.
10. You have a consistent positive and friendly 'Can-Do' attitude.
11. You work well unsupervised, and can show initiative and creativity.
12. You must be comfortable to work in an environment surrounded by Aussie wildlife, including birds, reptiles and snakes.

### **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](mailto:employment@cws.org.au). Thank you.