



Join the Tropic Wings Team as a Casual Reservations Assistant!

Do you have a passion for tourism and love providing exceptional customer service? Want to join a fantastic team with an award-winning company that's been a cornerstone of Far North Queensland's tourism for over 40 years? If you're someone who pays attention to detail, enjoys helping customers, and wants to be a part of something special, then Tropic Wings wants you to join our team as a Reservations Assistant.

About Us:

Tropic Wings is a vital part of the World Famous CaPTA Group, a locally owned and operated tourism business with a rich history spanning four decades. Our tours showcase the beauty of Cairns, the World Heritage rainforest in Kuranda, and the captivating Cape Tribulation. Additionally, we offer coach charters, catering to everything from local school transport to extended adventures.

Position Overview:

As a Reservations Assistant, you'll play a key role in ensuring our reservations and booking processes run smoothly. Your commitment will contribute to creating amazing customer experiences, efficient reservations handling, and the overall success of our company. This is a Casual position which will average around 20 hours per week.

- **Key Responsibilities:**
- Handle Reservations:
 - Assist customers with inquiries and booking requests through phone, email, and in-person interactions. Accurately enter reservation details into the booking system and confirm bookings with customers.
- Customer Support:
 - Provide outstanding customer service by promptly and professionally addressing customer questions, concerns, and special requests.
- Coordinate Bookings:
 - Manage reservations for various tour destinations, including Kuranda, Cape Tribulation, Mossman Gorge, and Port Douglas. Ensure customers receive detailed itineraries and relevant information for their chosen tours.
- Data Entry and Record-Keeping:
 - Maintain accurate and organized reservation records and databases. Assist in generating reports related to booking statistics and trends.
- Group Bookings:
 - Handle inquiries and reservations for school groups, corporate events, and special interest groups.
 - Liaise with group organisers to customise tour itineraries, catering, and special arrangements.
 - Coordinate transportation and logistics for seamless tour operations.

- Data Entry and Record Keeping:
 - *Maintain accurate and organised records of reservation bookings.*
 - *Assist in generating reports related to booking statistics and trends.*

- Communication:
 - *Collaborate with the Reservations Supervisor and team members to address customer needs and resolve booking-related issues.*
 - *Manage incoming calls, emails, and inquiries, directing them to the appropriate personnel.*

- Quality Assurance:
 - *Uphold the company's commitment to high safety standards, quality control, and eco-friendly practices.*

Qualifications and Skills:

- Previous reservations or sales experience is a plus.
- Local knowledge of Tropical North Queensland is advantageous.
- Proficient computer skills, including the ability to learn new reservation systems.
- Experience with RESPAX is desirable.
- Intermediate level of proficiency in Microsoft Suite, particularly Excel.
- Strong attention to logistical details.
- Exceptional English language skills, both written and verbal.
- Genuine desire to succeed and be part of a winning team.
- Excellent customer service and sales skills.

****The CaPTA Group of Companies is an Equal Employment Opportunity employer.****

How to Apply:

If you're ready to be a part of our success story and meet the qualifications above, please submit your application, including a cover letter and resume, to Human Resources via email at hr@capta.com.au.

Join us at Tropic Wings and be a part of the team that shapes unforgettable travel experiences in Far North Queensland. Discover more about our exciting ventures at <https://www.capta.com.au/>



