

## Operations Manager – Tropic Wings Cairns Tours & Charters

Lead with Innovation, Drive Sustainability, and Join Australia's Largest Fleet of Electric Tourism Vehicles

Are you ready to drive innovation and make a meaningful impact in the tourism industry? Tropic Wings Cairns Tours & Charters, home to Australia's largest fleet of electric tourism vehicles, is looking for a dedicated and proactive **Operations Manager** to join our award-winning team. This role is an exciting opportunity for someone passionate about operational excellence, eco-friendly practices, and enhancing the guest experience in a fast-paced, dynamic environment.

As an Operations Manager with Tropic Wings, you will be at the forefront of implementing sustainable practices, managing a dedicated team, and delivering exceptional customer service to our rapidly growing brand. This role is based in our Cairns office and involves hands-on leadership, overseeing our daily operations to ensure seamless, efficient, and eco-conscious service.

### Why Join Us?

- **Sustainability and Innovation:** Play a pivotal role in a company dedicated to environmental stewardship. Tropic Wings is a leader in sustainable tourism, with the largest electric fleet in Australia, significantly reducing our carbon footprint.
- **Dynamic Team Environment:** Work with a motivated and talented team, fostering a culture of continuous improvement and engagement.
- **Career Development:** Tropic Wings is part of the CaPTA Group, offering ample opportunities for growth, industry networking, and professional development.

### About the Role

As the Operations Manager, you will be responsible for:

- **Managing and Mentoring the Team:** Supervise and develop a collaborative, high-performing team through regular training, support, and coaching.
- **Operational Efficiency:** Coordinate daily operations, streamline processes, and ensure compliance with industry standards and environmental regulations.
- **Sustainability Advocacy:** Champion sustainable practices across all facets of the business, from fleet maintenance to waste reduction initiatives.
- **Business Development:** Work closely with our Assistant and General Manager to identify new business opportunities and innovative ways to enhance the customer experience.
- **Industry Relationships:** Build and maintain strong partnerships within the tourism and transport industries, ensuring Tropic Wings remains a top choice for eco-conscious travellers.

### What We're Looking For

- **Leadership and Communication Skills:** A natural leader with the ability to motivate and guide a team to exceed expectations.
- **Strong Operational Acumen:** Experience managing operations within a fast-paced environment, with an eye for detail and efficiency.
- **Customer-Centric Approach:** A commitment to excellent customer service, with an understanding of the importance of a positive and respectful guest experience.
- **Sustainability Focus:** A passion for eco-friendly practices and a proactive approach to reducing environmental impact.
- **Required Qualifications:** A current Australian Medium Rigid License and Drivers Authorisation (to be obtained within 90 days of employment).
- **Additional Requirements:** Pre-employment drug and alcohol screening is required.

### Key Performance Goals

- Maintaining a professional and supportive environment for all guests and employees.
- Upholding Tropic Wings' commitment to sustainable tourism, including waste reduction, recycling, and supporting local suppliers.
- Continuously improving operational systems to enhance customer satisfaction and efficiency.

### Apply Today!

If you're excited to be part of an industry-leading company that prioritises innovation, sustainability, and exceptional guest experiences, we want to hear from you. please submit your application, including a cover letter and resume, to Human Resources via email at [hr@capta.com.au](mailto:hr@capta.com.au).

Discover more about our exciting ventures at <https://www.capta.com.au/>

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