

Join Our Team: Retail Team Leader



About Us

Rainforestation Nature Park is an exciting, eco-tourism destination nestled in the heart of Kuranda, in Far North Queensland. Part of the locally owned CaPTA Group, we offer a unique blend of cultural, environmental, and wildlife experiences, where visitors can explore the beauty of the rainforest and interact with Australia's native wildlife. Join our passionate team in making each guest's visit an unforgettable adventure.

The Role: Retail Team Leader

As the Retail Team Leader at Rainforestation Nature Park, you will play a crucial role in overseeing the day-to-day operations of our Retail Department. This hands-on leadership position involves mentoring, managing, and developing a team while ensuring the highest standards of customer service and retail operations.

Key Responsibilities

- **Lead and Inspire:** Motivate, mentor, and develop the Retail team to deliver exceptional service and drive sales.
 - **Deliver Outstanding Service:** Ensure that the team provides the highest level of service to customers on a daily basis.
 - **Maintain Standards:** Ensure all retail and photography procedures are met with a high level of quality and consistency.
 - **Build Relationships:** Foster a positive relationship with both internal and external customers.
 - **Collaborate with Management:** Liaise with the management team to ensure service standards are maintained and continually improved.
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The Ideal Candidate

We are looking for a motivated and experienced individual who thrives in a dynamic, customer-focused environment.

- **Leadership Skills:** Proven ability to lead, motivate, and develop a team to achieve customer service and sales excellence.
 - **Strong Communication:** Exceptional verbal and written communication skills.
 - **Time Management:** Excellent organisational and time management skills.
 - **Retail Expertise:** Solid understanding of retail, stock control, and guest experience photography procedures.
 - **Problem Solver:** Strong problem-solving abilities with a keen attention to detail.
 - **Tech-Savvy:** Proficient in Microsoft Office, including Word and Excel.
 - **Flexible Availability:** Ability to work a flexible roster, including weekends, with shifts from 7:30 AM to 6:00 PM.
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Why Join Us?

At Rainforestation Nature Park, you'll enjoy:

- **Career Development:** Opportunities for training, professional growth, and skill enhancement.
 - **Unique Workplace:** Work in a scenic, eco-tourism environment surrounded by natural beauty and wildlife.
 - **Inclusive Culture:** Join a diverse, supportive team that values sustainability and community.
 - **Impactful Work:** Contribute to eco-tourism and conservation efforts.
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Pre-Employment Requirements

Rainforestation Nature Park and the CaPTA Group prioritize safety and responsibility. Successful candidates must comply with the company's Drug and Alcohol Policy, including passing a pre-employment screening.

How to Apply

Ready to lead a passionate team in an exciting and rewarding environment? Submit your resume and cover letter to hr@capta.com.au or contact us at 07 4041 9455 for more information.

Location: Rainforestation Nature Park, Kuranda, QLD

Website: www.rainforest.com.au

Be part of something extraordinary. Help us create unforgettable guest experiences while supporting wildlife conservation with the CaPTA Group.