



## The Role: Reservations Assistant

### About Us:

Tropic Wings, part of the renowned CaPTA Group, has been a cornerstone of Far North Queensland's tourism for over 40 years and leaders in sustainable tourism. Locally owned and operated, we offer guided tours showcasing the beauty of Cairns, Kuranda's World Heritage rainforest, and the captivating Cape Tribulation. Our coach charters range from school transport to extended adventures, creating memorable journeys for all.

### The Role: Reservations Assistant

We are seeking enthusiastic and detail-oriented individuals to join our dynamic team. As a Reservations Assistant, you will be responsible for managing customer bookings, providing exceptional service, and ensuring smooth reservation processes. This casual role offers approximately 20 hours per week, with a focus on supporting customer needs across a variety of exciting tour destinations.

### Position Details:

- **Employment Type:** Casual
- **Location:** Tropic Wings, Cairns, QLD
- **Start Date:** Immediate
- **Availability:** Must be flexible and available for peak tourism periods.

### Key Responsibilities:

- **Customer Service & Reservations:** Assist customers via phone, email, and in-person interactions. Accurately manage bookings using our reservation system.
- **Itinerary Coordination:** Ensure customers receive detailed itineraries and essential tour information.
- **Group Booking Management:** Handle inquiries for school groups, corporate events, and custom tours, coordinating transportation and logistics.
- **Data Entry & Reporting:** Maintain accurate booking records and generate reservation reports.
- **Communication:** Collaborate with the Reservations Supervisor to resolve booking-related issues and provide seamless customer experiences.
- **Quality Assurance:** Uphold high safety, quality control, and eco-friendly standards.

### The Ideal Candidate:

- Previous reservations or sales experience is an advantage.
- Local knowledge of Tropical North Queensland is beneficial.
- Proficiency in Microsoft Office Suite, particularly Excel.
- Experience with RESPAX is highly desirable.
- Strong attention to detail and logistical coordination skills.
- Excellent customer service, communication, and problem-solving abilities.
- **Must be a local resident to the Cairns area.**

### Why Join Tropic Wings?

- Be part of an award-winning, locally owned tourism company.
- Gain experience in a fast-paced, customer-focused environment.
- Work alongside a supportive and dedicated team committed to creating unforgettable experiences.

### How to Apply:

If you're ready to join our passionate team, please submit your resume and cover letter to [hr@capta.com.au](mailto:hr@capta.com.au).

**Location:** Tropic Wings, Cairns, QLD

**Website:** [www.capta.com.au](http://www.capta.com.au)

**Be part of shaping unforgettable travel experiences in Far North Queensland – Join Tropic Wings today!**