

Join Our Team: Frontline Sales Team Member / Tour Guide



About Us

Located in the heart of Kuranda, the Australian Butterfly Sanctuary is a world-renowned attraction dedicated to conservation and education. As part of the locally owned CaPTA Group, we are passionate about preserving Australia's unique biodiversity and creating memorable guest experiences.

The Role: Frontline Sales Team Member/ Tour Guide

We're seeking friendly, customer-focused individuals to join our team. This role includes assisting guests at the counter, managing transactions, and guiding visitors on tours of our breathtaking butterfly sanctuary.

Position Details:

- **Employment Type:** Casual
 - **Hours:** Across 7 days, including weekends and Public Holidays
 - **Start Date:** Immediate
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Key Responsibilities

- **Customer Service:** Welcome guests warmly and provide exceptional service at our sales counter.
 - **Guided Tours:** Lead informative tours of the aviary, sharing fascinating insights about butterflies and conservation.
 - **Transaction Management:** Handle cash and card transactions efficiently, ensuring accurate end-of-day banking.
 - **Team Support:** Collaborate with team members to maintain a seamless guest experience.
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The Ideal Candidate

We're looking for someone with a passion for customer service and a genuine interest in nature and conservation.

Skills & Experience:

- Previous experience in retail, reservations, or a similar customer-facing role is required.
- Strong attention to detail, communication and organisational skills.
- Excellent interpersonal and communication abilities for team collaboration and guest interactions.
- Physical and mental fitness to perform tasks such as lifting and cleaning.

Desirable Qualifications:

- Must be able to work weekends, public holidays, and peak periods.
 - Preference for long-term local residents familiar with the Kuranda area.
 - A friendly, approachable demeanour that makes guests feel welcome and valued..
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Why Join Us?

At the Australian Butterfly Sanctuary, you'll enjoy:

- A unique and rewarding role with a focus on conservation.
 - Opportunities for professional growth and development within the CaPTA Group.
 - A supportive and collaborative team environment.
 - Working in a beautiful, tropical location surrounded by nature.
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Pre-Employment Requirements

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

How to Apply

Are you ready to grow your career with us?

Submit your resume and a cover letter to hr@capta.com.au, or call us at **07 4041 9455** for more information.

Location: Australian Butterfly Sanctuary, Kuranda, QLD

Website: www.australianbutterflies.com

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