

Assistant Operations Manager – Tropic Wings Cairns Tours & Charters

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

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 a leader 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.

The Role: Assistant Operations Manager

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 **Assistant 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 Assistant 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 Assistant 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 Manager 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.

Why Join Tropic Wings?

- Be a leader in an award-winning, locally owned tourism company.
 - Work in a dynamic and supportive team in a fast-paced, customer-focused environment.
 - Develop your career in the tourism and reservations industry.
 - Contribute to sustainable tourism and help create unforgettable travel experiences.
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How to Apply:

If you're ready to take the next step in your tourism career and lead a high-performing reservations team, we'd love to hear from you!

Submit your resume and cover letter to: hr@capta.com.au

Website: www.capta.com.au

Join Tropic Wings and help create unforgettable travel experiences in Far North Queensland!

Location: Tropic Wings, Cairns, QLD

Website: www.capta.com.au

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