

## The Role: Reservations Team Leader



### 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: Reservations Team Leader

We are seeking a highly motivated and experienced Reservations Team Leader to oversee our reservations team. In this role, you will be responsible for managing customer bookings, leading a team of reservation staff, and ensuring exceptional service delivery. This is a full-time position requiring strong leadership, attention to detail, and the ability to thrive in a fast-paced environment.

### Position Details:

- **Employment Type:** Full-time
- **Location:** Tropic Wings, Cairns, QLD
- **Availability:** Must be flexible, including availability during peak tourism periods

### Key Responsibilities:

- **Team Leadership:** Supervise and support the reservations team, ensuring a high standard of customer service and efficiency.
- **Customer Service & Reservations:** Manage customer inquiries via phone, email, and in-person, ensuring smooth and accurate bookings.
- **Itinerary & Tour Coordination:** Oversee tour schedules, provide customers with detailed itineraries, and ensure seamless experiences.
- **Group Booking Management:** Handle corporate, school, and group tour reservations, coordinating logistics and special requests.
- **Data & Reporting:** Maintain accurate booking records, track performance metrics, and generate reservation reports.
- **System Management:** Ensure the effective use of our booking platform (RESPAX experience highly desirable).
- **Problem Solving & Conflict Resolution:** Address customer concerns and booking-related issues promptly and professionally.
- **Quality Control:** Uphold Tropic Wings' high safety, service, and eco-friendly tourism standards.

### The Ideal Candidate:

- Previous experience in reservations, tourism, or customer service is essential.
- Leadership experience in a similar role is highly desirable.
- Strong proficiency in Microsoft Office Suite, particularly Excel.
- Experience with RESPAX or similar booking systems is a strong advantage.
- Excellent communication, problem-solving, and organizational skills.
- A keen eye for detail and the ability to manage multiple tasks efficiently.
- Local knowledge of Tropical North Queensland is beneficial.
- Must be a local resident in the Cairns area.

### 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.

### 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](mailto:hr@capta.com.au)

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

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