



****Join the Tropic Wings Team as a Part Time Reservations Assistant!****

Do you have a passion for tourism and exceptional customer service? Are you ready to embark on a journey with an award-winning company that has been a pillar of Far North Queensland's tourism industry for over 40 years? If you're a detail-oriented, customer-focused individual, Tropic Wings invites you to join our dynamic team as a Reservations Assistant.

About Us:

Tropic Wings is an integral part of the World Famous CaPTA Group, a locally owned and operated tourism business with a legacy spanning four decades. Our tours encompass the beauty of Cairns, the World Heritage rainforest in Kuranda, and the enchanting Cape Tribulation. We also provide coach charters, ranging from local school transport to extended adventures.

Position Overview:

As a Reservations Assistant, you will play a pivotal role in ensuring the seamless operation of our reservations and booking processes. Your dedication will contribute to exceptional customer experiences, efficient reservations handling, and the overall success of our company.

Key Responsibilities:

- **Reservations Handling:** Assist customers with inquiries and reservation requests via phone, email, and in-person interactions. Accurately input reservation details into the booking system and confirm bookings with customers.
- **Customer Assistance:** Provide outstanding customer service by promptly and professionally addressing customer questions, concerns, and special requests.
- **Booking Coordination:** Manage reservations for various tour destinations, including Kuranda, Cape Tribulation, Mossman Gorge, and Port Douglas. Ensure customers receive detailed itineraries and relevant information for their chosen tours.
- **Data Entry and Record Keeping:** Maintain accurate and organised reservation records and databases. Assist in generating reports related to booking statistics and trends.
- **Communication:** Collaborate with the Reservations Supervisor and team members to address customer needs and resolve booking-related issues.
- **Quality Assurance:** Uphold the company's commitment to high safety standards, quality control, and eco-friendly practices in the reservations process.

Qualifications and Skills:

- Reservations or sales experience is advantageous.
- Local knowledge of Tropical North Queensland is a plus.
- High level of computer skills, including the ability to learn new reservation systems.
- RESPAX experience desirable.
- Intermediate level of Microsoft Suite, including Excel.
- Strong attention to logistical details.
- Exceptional English language skills, both written and verbal.
- Genuine desire to succeed and be part of a winning team.
- Excellent customer service and sales skills.

****The CaPTA Group of Companies is an Equal Employment Opportunity employer.****

How to Apply:

If you're ready to be a part of our success story and meet the qualifications above, please submit your application, including a cover letter and resume, to Human Resources via email at hr@capta.com.au.

Join us at Tropic Wings and be a part of the team that shapes unforgettable travel experiences in Far North Queensland. Discover more about our exciting ventures at <https://www.capta.com.au/>

