

****Join the CaPTA Group Team as a Receptionist!****

Are you an enthusiastic and customer-focused individual looking to make a positive impact in the tourism industry? CaPTA Group, a renowned tourism company based in Cairns, invites you to become a vital part of our team as a receptionist. If you're organised, personable, and thrive in a dynamic environment, we want to hear from you!

About Us:

The World Famous CaPTA Group, a family-owned and operated business, has been shaping the tourism landscape in Far North Queensland for over 40 years. Our diverse range of attractions and tours, including Rainforestation Nature Park, Australian Butterfly Sanctuary, and Wildlife Habitat, provide visitors with unforgettable experiences in the heart of Australia's tropical paradise.

Position Overview:

As a Receptionist at our Tropic Wings Head Office, you will be the welcoming face and voice of our organisation. Your role will be instrumental in ensuring smooth daily operations, providing excellent customer service, and contributing to the overall success of the CaPTA Group.

Key Responsibilities:

- **First Point of Contact:**
 - Serve as the welcoming face and voice of our company, handling all incoming inquiries with professionalism and warmth.
- **Administrative Support:**
 - Manage office supplies by overseeing stationery orders and ensuring seamless operations.
 - Coordinate and book repairs and maintenance for our Head Office facilities.

Requirements:

- **Customer Service Champion:**
 - Prior experience in customer-facing roles, with a keen focus on delivering outstanding service.
- **Organisational Wizard:**
 - Ability to multitask, prioritise, and maintain a well-organised reception area even during busy periods.
- **Communication Skills:**
 - Excellent verbal and written communication skills to interact effectively with visitors, team members, and external service providers.
- **Tech Savvy:**
 - Proficiency in basic computer applications and the ability to quickly learn new software systems.
- **Must hold a full Australian Drivers Licence.**

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.
- Previous experience in a similar role is desirable.
- Intermediate to advanced level of Microsoft Suite, including Excel.

- Strong attention to details.
- Exceptional English language skills, both written and verbal.
- Genuine desire to succeed and be part of a winning team.
- Exceptional 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/>

*Please note that there may be Traineeship options available for the right candidate.

