



**\*\*Join Tropic Wings Cairns Tours & Charters - Your Gateway to a Thriving Tourism Career!\*\***

Are you an enthusiastic individual with a knack for organization and a passion for delivering top-notch customer service? Ready to dive into the heart of Far North Queensland's vibrant tourism industry? Tropic Wings Cairns Tours & Charters, a proud member of the CaPTA Group, is calling for a dynamic and detail-oriented individual to join our team as an Operations Assistant!

**About Us:**

Tropic Wings Cairns Tours & Charters, nestled in the tropical haven of Cairns, is a trailblazer in providing unforgettable travel experiences. For over four decades, we have stood as a beacon of excellence in Far North Queensland's tourism industry, showcasing the beauty of our region to visitors worldwide. Committed to eco-friendly practices and exceptional customer service, we invite you to become part of our CaPTAv8 culture, where attitude matters just as much as skills.

**Position Overview:**

As an Operations Assistant, you will be the heartbeat of our daily operations, providing crucial support to the Operations Manager and lending a helping hand to our Groups and Charters team. From serving as a friendly customer serviced focused team member, to assisting with inquiries and ensuring the smooth flow of operations, your role will be diverse and essential to our success.

● **Key Responsibilities:**

- Operations Support:
  - Assist the Operations Manager in coordinating and overseeing daily operational tasks.
  - Collaborate with different departments to ensure seamless communication and workflow.
- Booking Co-ordination:
  - Work closely with the Operations Manager to plan and execute group and charter tours.
  - Ensure customers receive detailed itineraries and relevant information for their chosen tours.
- Charter Services:
  - Assist in the managing charter requests for private events, corporate outings, and special occasions.
  - Coordinate scheduling of charter vehicles, drivers, and tour guides.
  - Ensure charter clients receive exceptional service and a tailored experience.
- Customer Assistance:
  - Provide excellent customer service by addressing group and charter-related questions, concerns, and special requests promptly and professionally.
- Group Bookings:
  - Handle inquiries and reservations for school groups, corporate events, and special interest groups.
  - Liaise with group organisers to customise tour itineraries, catering, and special arrangements.
  - Coordinate transportation and logistics for seamless group tour operations.

- Data Entry and Record Keeping:
  - *Maintain accurate and organised records of group and charter bookings.*
  - *Assist in generating reports related to booking statistics and trends.*
- Communication:
  - *Collaborate with the Operations Manager and other team members to address customer needs and resolve issues.*
  - *Manage incoming calls, emails, and inquiries, directing them to the appropriate personnel.*
- Quality Assurance:
  - *Uphold the company's commitment to high safety standards, quality control, and eco-friendly practices.*

**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 database systems.
- 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.
- Problem solving and proactive mentality
- Available for weekend work

**\*\*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](mailto: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/>



