



## Join the CaPTA Group as a Fulltime Reservations Assistant - Your Gateway to a Thriving Career in Tourism!

Are you passionate about tourism and thrive on delivering exceptional customer service? Rainforestation Nature Park, nestled in the heart of Kuranda, welcomes you to join our dynamic team as a Reservations Assistant. Be a part of our award-winning destination, renowned for its dedication to sustainability and top-notch guest experiences.

### About Us:

At Rainforestation Nature Park, we're more than a destination - we're a family united by our shared love for tourism and dedication to excellence. With a strong commitment to sustainability and a reputation for delivering unforgettable guest experiences, we're leaders in the industry. Join us and become part of our vibrant, community-minded family.

### Role Highlights:

As a Reservations Assistant, you'll be a vital link between our guests and their unforgettable journeys. Your attention to detail, passion for the region, and outstanding customer service skills will shine as you assist both domestic and international customers in planning their Rainforestation experience.

### Key Responsibilities:

- Respond to guest inquiries via phone and email, providing expert guidance and ensuring timely responses.
- Collaborate with local and international travel agencies to facilitate bookings.
- Maintain accurate reservations and guest information to ensure a seamless experience.
- Demonstrate a customer-centric approach, ensuring guests feel valued and informed.
- Work collaboratively within the team to achieve our goals and uphold Rainforestation's reputation.

### The Ideal Trailblazer:

To thrive in this role, you should possess the following qualities and qualifications:

- Passion for tourism and the ability to share your enthusiasm with guests.
- Familiarity with Tropical North Queensland (a plus).
- Strong attention to detail, ensuring precise and efficient service.
- Excellent customer service and communication skills.
- Availability over a 7-day roster, including some public holidays.
- Experience in reservations or customer service, with knowledge of booking systems such as Respx preferred.
- Experience with Microsoft Excel would be beneficial.
- Proficiency in English, both written and verbal.
- A genuine desire to contribute to a winning team and the success of Rainforestation Nature Park.
- Must have reliable transport to Rainforestation Nature Park, Kuranda.

**What We Offer:**

At Rainforestation Nature Park, you'll enjoy ongoing training, a supportive team environment, and the chance to be part of a family that values sustainability and local community engagement. As an Equal Employment Opportunity employer, we're committed to diversity and inclusion.

**How to Apply:**

If you're ready to embark on an exciting journey with Rainforestation Nature Park and the CaPTA Group, submit your application today! Send your cover letter and resume to Human Resources at [captav8@capta.com.au](mailto:captav8@capta.com.au) or call us at 07 4041 9437.

**Learn More About Us:**

Visit our website at <https://www.capta.com.au/work-at-capta/> to explore the world of Rainforestation Nature Park and discover the opportunities that await you in the heart of the tourism industry.

Be a part of something extraordinary. Join Rainforestation Nature Park and shape unforgettable memories for our guests while building a fulfilling career in tourism.

