The Woodward Family CaPTA group

Rainforestation Nature Park | Wildlife Habitat Port Douglas | Australian Butterfly Sanctuary | Cairns Koalas & Creatures | TropicWings Cairns Tours & Charters | Jungle Tours | CTC Careers Training Centre | ABC Sales & Maintenance

Cairns and Port Trips & Attractions

RESERVATIONS

KURANDA, QLD

Join the Reservations Team at Rainforestation!

Rainforestation Nature Park

Are you a customer service superstar with experience in tourism, hospitality or reservations? Join the CaPTA Group as a Guest Liaison/Reservations Assistant at the iconic Rainforestation Nature Park and help create unforgettable experiences for visitors from around the world.

About the Role
As a Guest Liaison/Reservations Assistant, you'll be responsible for handling guest enquiries and bookings with professionalism and care. You'll work closely with internal teams, travel agents and tour operators to deliver seamless guest experiences and ensure every reservation is managed accurately and efficiently.

Key Responsibilities

- Assist with bookings, enquiries and amendments across phone, email and online channels.
- Assist guests, travel agents and tour operators with reservation requests.
- Coordinate group bookings and tour requirements.
- Maintain accurate reservations and system records.
- Provide outstanding customer service to guests and industry partners.
- Support the smooth day-to-day operation of the Reservations Department.

About You
You'll bring:

- Experience in reservations, tourism, hospitality or a customer-focused environment.
- Excellent communication and relationship-building skills.
- Strong organisational skills and attention to detail.
- The ability to work effectively in a fast-paced team environment.
- Confidence using Microsoft Office; RESPAX experience is highly regarded.
- A current driver's licence and availability to work a rotating roster, including weekends and public holidays.

Why Join Us?

- Work with a passionate and supportive team.
- Be part of a leading tourism organisation.
- Ongoing training and career development opportunities.
- Industry famil trips and exclusive company events.

- Discounts across all CaPTA Group attractions.
- Access to our Employee Assistance Program (EAP).

Apply Now
If you're passionate about customer service and tourism, we'd love to hear from you. Please submit your resume and a cover letter outlining your suitability for the role. Applications without a cover letter will not be considered.

Be part of something extraordinary with the CaPTA Group and help create memorable experiences every day.