RESERVATIONS TEAM LEADER

Lead the Reservations Team at Rainforestation Nature Park!

Are you a customer service superstar with leadership experience in tourism, hospitality, or reservations? Join the CaPTA Group and lead our Reservations Team at the iconic Rainforestation Nature Park, helping create unforgettable experiences for visitors from around the world.

About the Role

As Reservations Team Leader, you'll oversee daily reservations operations, support and develop your team, and ensure every guest enquiry and booking is handled with professionalism and care. You'll work closely with internal teams, travel agents, and tour operators to deliver seamless guest experiences**.**

Key Responsibilities

- Lead, coach and support the Reservations Team.
- Manage bookings, enquiries and amendments across phone, email and online channels.
- Coordinate group bookings and tour requirements.
- Maintain accurate reservations and system records.
- Deliver exceptional customer service to guests and industry partners.
- Drive operational efficiency and service excellence.

About You

You'll bring:

- Experience in reservations, tourism, hospitality or a customer-focused environment.
- Previous leadership or supervisory experience.
- Outstanding communication and relationship-building skills.
- Strong organisational skills and attention to detail.
- Confidence using Microsoft Office; RESPAX experience is highly regarded.

- A current driver's licence, own reliable transport for travel to Kuranda and availability to work a rotating roster, including weekends and public holidays.

Why Join Us?

- Lead a passionate and supportive team.
- Work in a unique environment surrounded by nature.
- 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, leadership and tourism, we'd love to hear from you. Please submit your resume and a cover letter outlining your suitability for the role to hr@captagroup.com.au. 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.