

## Position Vacant 21<sup>st</sup> November 2017



### Irukandji Shark & Ray Encounters

Irukandji is a bustling tourist attraction/ interactive aquarium with a strong conservation focus. Located in Bobs Farm, Port Stephens Irukandji is a small family business and takes pride in its exceptional customer service and education.

**Job title:** Admin Officer

**Casual positon initially,** a perfect candidate will progress into a permanent role.

**Hours:** Semi seasonal minimum 7.5-15 hours per week in winter, maximum 38 hours in busy periods throughout the year. Applicants must be available to work weekends and school holidays however will not be required to work every weekend.

**Location:** 686 Marsh Rd, Bobs Farm 2316

### The Position

The position will involve (yet not limited to) admin, manning reception, supervising staff and volunteers, implementing SOPs, receiving phone calls, responding to emails, maintaining databases, liaison with local businesses, inducting work experience students, taking bookings, retail, managing café stock, social media, general cleaning duties, managing groups and cash handling. **Please note:** This position is not for zookeepers/aquarists it is for admin/reception.

### Responsibilities & duties

**Responsibility 1** – The successful applicant will notably reduce some of the admin & marketing load, using impeccable organisation, people skills and resolve to continue to shape Irukandji into the future.

Work standard: Multi-task ability is important, swift whilst taking pride in work.





**Responsibility 2** – A supervisory role on days when management is not present, working well with our already amazing staff & ensuring everything is on the right track.

Work standard – Time management is key along with a high level of customer care.

**Responsibility 3** – Managing daily operations of the business including online programs and systems such as Vend, Rezdy, WordPress, Google business, Deputy, various social media platforms & various OTOs for example Expedia.

Work standard – Having natural attention to detail, a successful applicant will not miss the small things as they arise.

## **Work experience, qualifications & skills**

Essential experience/ qualities

- Extensive experience in general admin, reception or equivalent
- Written & verbal communication skills
- Extensive computer skills
- High standard of customer care
- Experience in cash handling

Desirable Experience/ qualities

- Knowledge of programs listed previously
- Passion for conservation/ the ocean
- Experience supporting senior management
- Ability to manage priorities
- Capable of managing large groups of general public with ease
- Friendly bubbly demeanour

Resumes to [info@sharkencounters.com.au](mailto:info@sharkencounters.com.au) by the 2<sup>nd</sup> February 2018

