



Position Vacant 12th October 2019

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, Marketing & Retail Supervisor

Permanent part time initially, a perfect candidate will progress into the full-time role.

Hours: Semi seasonal minimum 27 hours per week in the off season, 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 for now, soon to be 2 Jessie RD Anna Bay 2316 as we move/rebuild Irukandji

The Position

The position will involve (yet not limited to) administration duties, marketing, reception, supervising staff and volunteers, implementing SOPs, receiving phone calls, responding to emails, maintaining databases, liaison with local businesses, coffee making/basic Barista skills inducting work experience students, taking bookings, managing retail and café stock, social media, general cleaning duties, managing groups and cash handling.

We are looking for a dynamic leader who thrives in a fast-paced environment, and who can manage quickly changing priorities with efficiency.

Ability to interact positively and objectively with co-workers, Aquarium patrons, volunteers, contractors and members of the general public from a wide range of cultural and socio-economic backgrounds and with widely divergent levels of educational attainment and social skills. Create meaningful connections and inspire actions that will have a lasting impact on conservation.





Responsibilities & duties

Responsibility 1 – The successful applicant will notably reduce some of the administration & marketing load, using impeccable organizational, time management, and problem solving skills 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, working well with our already amazing staff & ensuring everything is on the right track. Also supervises a growing team of café staff zookeepers and volunteer zookeepers. Ability to jump in and help where needed also managing daily volunteer and work experience schedules.

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

Responsibility 3 – Managing daily operations of the online programs and systems such as Vend, Rezdy, WordPress, Xero, Google business, various social media platforms & various OTOs for example Expedia. Overseeing the efficient operations related to ticketing, reception, group entrances and more.

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

- Experience in general admin, reception, or equivalent
- Experience in making and managing reservations
- Experience in remittance and maintaining records
- Proficiency with computer data entry and software programs such as the Microsoft Office Suite
- Strong proficiency in both written and oral communication skills.





- Extensive computer skills
- High standard of customer care
- Experience in cash handling
- Ability to work effectively independently and as a team member.

Desirable Experience/ qualities

- Knowledge of programs listed previously
- Passion for conservation/ the ocean
- Knowledge of animal husbandry
- Experience supporting senior management or in a supervisory/ management roll
- Ability to manage priorities, excellent organisational, time management, and problem-solving skills.
- Capable of managing large groups of general public with ease
- Café/restaurant operation skills
- Friendly bubbly demeanour
- Commitment to Irukandji's Core Values.
- Website design and graphic design would be desirable but not required

Please do not call Irukandji to ask questions about the position, send in your resume and cover letter via the email below

Resumes to info@sharkencounters.com.au by 1/11/2019

