



Position Vacant 5/12/21

Holiday Casual Retail & Reception Clerk

Irukandji Shark & Ray Encounters ~ ANNA BAY

Irukandji is a bustling tourist attraction/ interactive aquarium with a strong conservation focus. Located in the brand-new aquarium in Anna Bay, Port Stephens Irukandji is a small family business and takes pride in its exceptional customer service and education.

Job title: Extra Holiday Casual Reception & Retail Clerk

Casual Role. This position is perfectly suited to a UNI student who has UNI holidays over the same time as the school holidays annually..

Hours: Three or four days per week (23-30 hours) during school holidays, outside of holidays only one of two weekends a term (0-15) per week. Applicants must be available on weekends and school holidays however they will not be required to work all weekends.

Location: 2 Jessie RD Anna Bay 2316

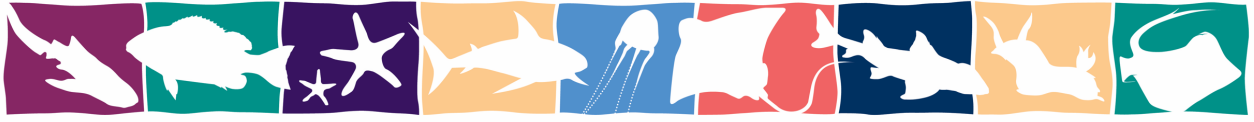
The Position

The position will involve (yet not limited to) customer service, reception, checking in guests receiving phone calls, responding to emails, administration duties, taking bookings, managing retail and café stock, general cleaning duties, managing groups and cash handling. The perfect applicant would be studying at TAFE or UNI with availability that increases during the holidays.

We are looking for a bubbly, friendly candidate 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, with a heart for wildlife and inspire actions





that will have a lasting impact on conservation.

Responsibilities & duties

Responsibility 1 – Using impeccable customer service to commence the unique experience we offer, understanding all the products whilst navigating iPad and computer programs and delivering Irukandji's important mission with a calm friendly demeanor

Work Standard: A bubbly personality with a positive, professional outlook

Responsibility 2 – The successful applicant will notably reduce some of the administration load using organizational, 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 3 – Managing daily operations of the online programs and systems such as Vend, Rezdy & efficient operations related to ticketing, reception, group entrances and more.

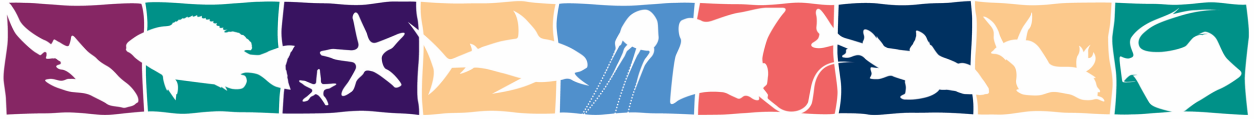
Work standard – Having natural attention to detail, a successful applicant will not miss the small things as they arise.

Work experience, qualifications & skills

Essential experience/ qualities

- Some experience in retail, general admin, reception, or equivalent
- Proficiency with computer data entry and software programs such as the Microsoft Office
- Strong proficiency in both written and oral communication skills.
- High standard of customer care





- Experience in cash handling
- Ability to work effectively independently and as a team member.
- Friendly bubbly demeanour

Desirable Experience/ qualities

- Passion for conservation/ the ocean
- Apple computer skills
- 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
- Commitment to Irukandji's Core Values.
- Website design and graphic design would be desirable but not required

Immediate start before Christmas is required

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

Email info@sharkencounters.com.au by the 10 / 12 / 2021

