

2 Jessie Rd, Anna Bay 2316  
[info@sharkencounters.com.au](mailto:info@sharkencounters.com.au)  
[www.sharkencounters.com.au](http://www.sharkencounters.com.au)  
(+612) 4982 2476



## TWO POSITIONS VACANT- AUGUST & SEPTEMBER 2022

### **Irukandji Shark & Ray Encounters**

**Location:** 2 Jessie Road, Anna Bay 2316

Irukandji is a bustling tourist attraction/interactive aquarium with a very strong conservation focus, open all year round, except for Christmas Day. 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, incredible experience, conservation and education.

#### **POSITION 1)**

**Job Title:** Maternity leave cover for reception, admin, marketing & retail clerk (Casual)

**Hours:** Minimum 7.5 hours per week, which could fluctuate in busy times (School Holidays) to 38 hours.

Applicants **MUST** be available weekends/public holidays and school holidays however will not be required to work them all. This position is to cover Maternity Leave; however, the perfect applicant could progress into a permanent position in our ever-expanding aquarium.

#### **POSITION 2)**

**Job Title:** Reception, admin, marketing & retail clerk (Casual or Permanent)

**Hours:** Minimum 15 hours or set at 23 hours per week, which could fluctuate in busy times (School Holidays) to 38 hours. Applicants **MUST** be available weekends/public holidays and school holidays however will not be required to work them all.

#### **THE POSITIONS (1 & 2)**

Irukandji's incredible 'A Team' are seeking bubbly, friendly candidates who thrive in a fast-paced environment, with a can-do attitude, extensive computer skills, impeccable customer service & who can manage quickly changing priorities with efficiency. The successful applicant will interact positively & objectively with aquarium visitors, co-workers & volunteers complimenting Irukandji & our mission.



Seeking enthusiastic experienced candidates with a heart for wildlife, the ability to create meaningful connections & inspire actions that will have a lasting impact on conservation.

### **Responsibilities & Duties**

The successful applicant should be proficient in most or experts in some of the following areas:

**Work Standard:** Providing an exceptional reception & customer service

- Impeccable customer service skills, a great understanding of the Irukandji products whilst simultaneously navigating live booking systems across an array of devices, answering phone enquiries, entering & managing reservations with an enthusiastic and friendly demeanour.

**Work Standard:** Using positive and professional interpersonal skills to create meaningful connections

- A warm professional approach forming great relationships with visitors, inbound tour operators, liaisons with local business, inductions of work experience students, management of large groups, overseeing staff & volunteers.

**Work Standard:** Using retail or professional experience to multi-task at pace, whilst taking pride in work.

- Joining the 'A Team' in the efficient operations of ticketing, reception, group entrance, products, activity timing & more. Natural attention to detail, without missing a beat or any small tasks as they arise. Keeping on top of administration duties, managing, ordering, receiving, stocktaking retail & café stock, cleaning duties & cash handling.

**Work Standard:** A natural artistic or creative flair enhances Irukandji's presence during in-house marketing

- Artistic or creative passion paired with the ability to utilise creative apps or programs such as Photoshop, iMovie, Canva and Word Swag. Experience with online marketing, website maintenance, basic design work, Social media & bulk email software is a plus, (WordPress in particular).

**Work Standard:** Extensive computer, software, internet or IT expertise



- Will notably reduce the administration load using organisational & problem-solving skills to continue to shape Irukandji into the future. Manage daily operations of updating products, maintain Irukandji's online presence across an array of 3<sup>rd</sup> party websites such as Get Your Guide, Red Balloon, Visit NSW etc. Adaptability and ease in learning new online programs if not prior experience with some of the following: Vend, Rezdy, WordPress, SharePoint, Xero, Google Business, Microsoft Office, Apple iPads, Apple Mac computers, iPhoto's, Impact Data & Deputy.

## **Work Experience, Qualifications & Relevant Skills**

### **Essential**

- Experience in administration, reception, reservations hospitality or equivalent.
- Working with children's certificate
- Experience in remittance & maintaining records.
- Proficiency with computer data entry, software, IT, or Apple computer skills.
- World Class customer care, with a friendly & bubbly demeanour.
- Experience in cash handling.
- Commitment to Irukandji's Core Values.

### **Desirable**

- Knowledge of majority computer programs listed above.
- Knowledge of the zoo/aquarium industry
- Experience in supporting senior management or in a supervisory/management role.
- Website design, graphic design, photography experience
- Bookkeeping experience.
- 1<sup>st</sup> Aid Certificate

Immediate start to begin training before the next NSW School Holidays.

Salaries begin at award rate.

Please ***do not call*** Irukandji to enquire about the position. To apply, email your resume and supporting cover letter to [info@sharkencounters.com.au](mailto:info@sharkencounters.com.au).

