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## POSITION VACANT- SEPTEMBER 2023

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 7 days. Recently relocated to the beautiful Anna Bay, Port Stephens; Irukandji is a small family business that takes pride in exceptional customer service, incredible experience, conservation and education.

### POSITION 1)

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

Hours: 24 hours week one, 32 hours week two rotating roster. Applicants MUST be available weekends/public holidays and school holidays however will not be required to work them all.

### Or shared POSITION/S 2)

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

Hours: Minimum 8 hours, maximum 16 hours set on rotating roster, suitable for University students or skilled parents with less availability. 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 capable candidates, with 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 Press. Experience with online marketing, website maintenance, basic design work, social media & bulk email software is a bonus.

**Work Standard:** A hands-on, can-do attitude, where no task is too great or small.

- An "all-rounder" who is not afraid to get dirty/wet and help the whole team in any unplanned event. Working with the zookeepers to ensure the visitors who are late, non-English speaking or arrive in a large un-booked family group of 50 people can be admitted with calm grace. Distributing and helping fit wetsuits, controlling crowds, public speaking to large groups, helping disabled visitors, collaborating with other teams and tact for speaking to all visitor types such as children is essential.

**Work Standard:** Computer, software, internet or IT expertise



- Ability to 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 etc. Ease navigating new online programs or prior experience with the following: Lightspeed, Rezdy, WordPress, Google Business, Microsoft Office, Apple iPads, Mac computers and Impact Data.

## **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.

### **Desirable**

- 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 start on the Amusement Events and Recreation Award and include Sunday/Public Holiday penalties.

Please **do not call** Irukandji to enquire about the position. To apply, email your resume and a supporting cover letter to [info@sharkencounters.com.au](mailto:info@sharkencounters.com.au) by September 12<sup>th</sup> 2023.

