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POSITION VACANT- January 2024

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 experiences, conservation and education.

THE POSITION

Job Title: Retail, Social Media & Reservations Officer

Hours: Permanent/Part Time Position set 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.

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 operate the retail shopfront at Irukandji

- A keen understanding of receiving and purchasing of stock, capable in the efficient operations of ticketing, reception, group entrance, products, activity timing & more. Natural attention to detail on 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 understanding and creative flair towards Social Media

Artistic or creative passion paired with the ability to utilise creative apps and the social media platforms without assistance. A natural understanding of online etiquette with a friendly attitude, impeccable social intelligence & communication skills. Experience with online marketing, 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 having the ability to address 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. Ease navigating new online programs, manage daily operations live on booking systems updating products, maintain Irukandji’s online presence across an array of 3rd party websites such as Get Your Guide, Red Balloon etc



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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 and online programs.
- 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.
- Marketing Experience
- 1st Aid Certificate

Immediate start to begin training right away

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 by January 31st 2024.

