



Position: Front of House/Receptionist (Hospitality & Tourism)

Location: Wing's Wildlife Park, Gunns Plains TAS 7315

Employment Type: Casual

Hours on offer: 4/5 days a week (from 26hrs to 32.5hrs)

Hourly rate: \$30 per hour (open to negotiation)

About Us:

Wing's Wildlife Park is a family owned & operated tourist attraction offering a multi award-winning wildlife park, camping ground, accommodation units and country style café. Wing's Wildlife Park has been operating for over 30 years and provides the ideal spot to relax and enjoy nature and let the worries of the world drift on by. We operate 7 days pw including public holidays (closed Christmas day and Anzac Day).

Job Description:

Bring your passion for wildlife and people to our park.

We are looking for an enthusiastic and motivated individual to join our Front of House team. Our candidates must have experience with guest services and/or business administration experience.

Key Responsibilities:

- Greet guests warmly and make them feel welcome.
- Handle admissions, reservations and ticket sales, provide information about the park and its attractions, accommodation, camping sites.
- Provide recommendations and upsell all Wing's Wildlife Experiences.
- Answer the phone calls promptly with great customer service and professionalism.
- Assist with general administrative tasks like mail sorting, filing documents, and clerical duties.
- Assist with special events, birthday parties and catering events.
- Look after the gift shop which comprises sales, orders, inventory, presentation and cleaning.
- Take orders, serve food and drink on the café side when required to support team.
- Maintain a clean, organised, and efficient workstation.
- Oversee the daily opening/closure of the café and retail complex including till set up and close.
- Train new staff members.
- Follow safety and security procedures.

Key Requirements:

- Proven experience as a FOH, minimum 2 years.
- Excellent customer service skills: communicate effectively with clients and colleagues, both verbally and in writing.
- Organisational skills: maintain a clean and organised reception area and manage records accurately.
- Excellent time management: ability to prioritise is key.
- Ability to handle customer complaints and maintain composure.

- Ability to work in a fast-paced environment.
- Attention to detail & observant: i.e. customers must not be waiting whenever possible.
- Computer Proficiency: basic computer skills, including Microsoft Office, are required.
- Teamwork and collaboration skills.
- Basic math (for cash handling) & good grammar skills.
- Maintain an elevated level of commitment to personal presentation.
- Responsible Service of Alcohol Certificate (TAS) must be obtained within the first month of service.
- Available to work between the hours of 9.30 am and 4.30 pm Monday to Sunday including Public Holidays or days as agreed with the Manager. No split shifts.

What We Offer:

- Competitive salary based on experience.
- A supportive and friendly work environment.
- Onsite subsidised accommodation.
- Staff discounts and other perks.

Additional Information:

- Candidates must be able to start immediately.
- Reside in Tasmania or plan to relocate, with immediate availability for paid trials.
- Please note: **Sponsorship is not available** for this role.

If you're passionate about wildlife and people and ready to bring your customer service skills to a thriving local Wildlife Park, we'd love to hear from you!

Ready to Apply?

Please send your resume and a brief cover letter.

We look forward to welcoming a new Front of House to our team!