

RESERVATIONS OFFICER

Kimberley Air Tours is seeking a vibrant and energetic person to join its team of aviation & tourism professionals at our home base in **Kununurra, Western Australia** for the 2022 season.

Located in the East Kimberley alongside the Ord River, Kimberley Air Tours is a locally owned and family orientated organisation specialising in a variety of short to full day air touring experiences and charter services across the picturesque landscapes of the Kimberley region and Australia's Northwest.

Reporting to the Operations Manager, the Reservations Officer plays a pivotal role within the company as the first point of contact for our customers, handling tour bookings, creating tailored charter solutions and working closely with flight crew and engineering departments daily in the safe provision of services.

Duties & Responsibilities

Duties to be carried out include but are not limited to:

- Meet, greet & check-in guests on arrival assisting with luggage
- Manage incoming calls / emails to the business regarding tour bookings & charter enquiries
- Utilise reservations / flight management system to complete passenger bookings & allocating aircraft
- Communicate regularly with approved agents regarding tours & ongoing availability
- Reconciliation of daily bookings against financial records

Skills & Attributes

To be successful in this role, applicants must be able to demonstrate the following:

- Well-developed communication and computer literacy skills
- A professional manner on the telephone, email and in face-to-face interactions
- Ability to manage competing priorities in a dynamic and fast paced environment
- Be highly organised with a strong attention to detail
- Enthusiasm and a 'can do' attitude
- A flexible and 'hands on' approach to work

This role is offered on a full-time basis with commencement in early March 2022 through to the end of October 2022 with the option to return for the following tourist seasons. Weekend work may be required.

Although previous experience in aviation or tourism would be advantageous it is not essential. Enthusiasm for the role and an eagerness to learn will be considered above all else.

If working as part of a passionate close-knit team that inspires members to be the best version of themselves and providing unforgettable lifetime experiences for visitors to the Kimberley sounds appealing, then this might be the perfect role for you.

Please Note: In 2022 it will be a requirement that staff working at Kununurra Airport have a certificate confirming fully vaccinated status against Covid 19. It is also a requirement to undertake a pre-employment Drug & Alcohol test.

To apply, please submit a cover letter addressing the key requirements of the role and why working for Kimberley Air Tours appeals to you along with your most recent resume to info@kimberleyairtours.com.au

This position is for commencement in March 2022. Only shortlisted applicants will be contacted.

