



OPERATIONS ANALYST

Coral Expeditions, Australia's leading small ship cruise line, has a 34 year history of innovation in expedition cruising. To cope with market and fleet growth, it is now looking for an Operations Analyst who can bring analytical insight to bear on customer quality and ship operations.

POSITION DESCRIPTION:

The Operations Analyst is responsible for managing all guest feedback and tracking the implementation of resulting improvement initiatives across the business. This includes managing the distribution and collation of digital guest questionnaires, collating feedback, and preparing weekly reports for presentation at management meetings. The Operations analyst will also be involved in ad-hoc business improvement projects with an IT orientation.

The position is suitable for an ambitious data-savvy professional to make a mark on the future direction of the company. Intellectual curiosity, ability to manipulate large data-sets, recognise patterns, and work independently are critical success factors. Coral Expeditions offers an informal, collaborative and action-oriented work environment in tropical Cairns, QLD

WHAT WE ARE LOOKING FOR:

- At least 3 years of professional experience in an analytical function such as quality management, pricing, revenue management or business advisory
- University degree in business, marketing, accounting or related fields
- Experience with large databases
- Comfortable with MS Excel
- Structured thinker and independent problem solver
- Experience the travel industry desirable, but not required
- Comfortable in a small company environment

OVERALL RESPONSIBILITIES

- Manages the Guest Questionnaire process from end to end
- Prepares weekly reports
- Highlights patterns in data and triggers appropriate discussion
- Actively participates in discussions and steers company towards better decisions

This position is a full-time salary position which is open to candidates based in Australia whom hold Australian residency due to the nature of our business, with substantial Australian work experience.

Please e-mail your resume and cover letter to careers@coralexpeditions.com

As we screen all applicants and select candidates whose qualifications and experience meet our needs, we will carefully consider your application during the initial screening and will contact you if you are selected to continue in the recruitment process. We wish you every success!

Head Office

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Our Expeditions

- > The Kimberley
- > Great Barrier Reef
- > Cape York & Arnhem Land
- > Tasmania
- > Australia's West Coast
- > Australian Circumnavigation
- > Papua New Guinea
- > Raja Ampat & Spice Islands
- > Sulawesi, Komodo & Krakatoa
- > Solomons & Vanuatu
- > New Zealand
- > Islands Of The Indian Ocean

Our Ships

- > Coral Geographer
- > Coral Adventurer
- > Coral Discoverer
- > Coral Expeditions II

