



# CRUISE RESERVATIONS CONSULTANT - SERVICE

## THE ROLE

The Reservations Consultant - Service role we are looking to fill is a critical role that supports the guests in preparing for their travel and provides essential guests information to our ship's crew. Our reservations team is one of the most important areas of our business and the role we are offering is imperative to our day-to-day operations. It is a fast paced and detail orientated role which is very rewarding for the right candidate.

The ideal candidate for this role would enjoy working autonomously and within a friendly team environment, be ready to step into a fast-paced role that provides new learning opportunities each day, focus and accuracy are key as this role handles important guest information required for our vessels.

## RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO

- Direct contact with our guests and partners within both the service and sales reservations team regarding their upcoming cruise.
- Accurate entry of details into reservation system, programs, and database to accompany manifests and our SailSafe program.
- Completing administrative tasks in conjunction with using applications such as - word, excel, outlook, reservations systems and database applications.
- Preparing itinerary, guest letter and cruise documentation prior to cruise departures.
- Communication with our guests and partners regarding sensitive personal information in line with our SailSafe protocol.
- Compiling accurate data for reporting to management team.
- Creating guest loyalty by providing a professional and unparalleled level of service.

## DESIRABLE CANDIDATE QUALITIES

- Experience in a similar role within - Sales, Administration, or Guest Services.
- High level computer skills, encompassing Microsoft Office.
- Proven communication skills in English (reading and writing).
- Experience in travel industry preferred but not essential.
- The ability to prioritise in a fast-paced environment.

## WHAT WE CAN OFFER YOU

- Join a friendly, professional, supportive team environment
- Career growth in a progressive and expanding Australian company who lead the way in expedition travel
- The opportunity to work and travel in amazing destinations and with inspiring products.
- Salary commensurate with the role and upon completion of probation we will offer inclusion in the weekly incentive bonus program.

If this is the exciting career opportunity you are seeking, please e-mail your resume and cover letter to [careers@coralexpeditions.com](mailto: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!



### Our Expeditions

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