

POSITION DESCRIPTION

Position Title: Administration Support Officer
Employer: Cairns Kuranda Steam Ltd (T/A Savannahlander)
Division: Office / Admin staff (non rail safety worker)
Supervisor/Manager: General Manager, Business Development Manager
Position Type: Permanent Part Time
FTE: 0.65 (negotiable)
Date: October 2019

Background

Cairns Kuranda Steam operate the Savannahlander and commercial shunting services in the Cairns area. The primary focus of the company is the Savannahlander, a 4 day railway journey that departs Cairns weekly for 39 weeks of the year on a Wednesday morning and returns on Saturday evening.

Nature of the environment

Situated in North Cairns, we operate from a railway depot that is a working rail depot and industrial workplace. While the company has 11 employees, remote workers and rostering will mean that you will normally only have 2-3 people in the office at any one time.

With no physical retail presence, our business and customer interaction is exclusively completed online or via the telephone.

We predominately use the Linux Mint desktop operating system and Libre-Office as our productivity suite (Windows and Microsoft Office Equivalent).

Summary of the position

We are seeking an administrative assistant who can support the business development and management team by being the primary point of contact for customer enquiries and manage the data entry and emails regarding reservation systems.

We are a family-friendly workplace and encourage parents with children who are returning to the workforce to apply as we can be flexible with hours.

The role involves processing bookings through a defined process with established systems. Training on these systems will be provided to the successful applicant.

Hours

We are reasonably flexible and would negotiate hours with the needs of the successful applicant. Nominally we would like someone who can be in our offices between 9am till 2pm Monday to Friday.

Administration job qualifications and requirements

While we are flexible in your specific skillset, we have some basic requirements that include:

- Drivers licence for a manual vehicle
- Demonstrated administrative support in an office environment
- Excellent telephone manner
- Accurate data entry skills with an attention to detail and accuracy
- Demonstrated proficiency in office productivity applications (word processing, spreadsheets etc)
- Excellent written and verbal communication skills
- Current drivers licence

Additional skills and experience that is not required but beneficial would include:

- Experience with Xero or similar accounting software
- Knowledge of the Etheridge shire area and townships along the route of the Savannahlander
- Experience with the Linux Mint desktop operating system
- Experience with the Libre Office productivity suite

Supervisory requirements

- N/A

Travel requirements

- There will be no major travel requirements for the position, however you may benefit from taking a tour on the Savannahlander for product knowledge purposes.

Duties and responsibilities of the job

- Answering incoming calls; taking messages and re-directing calls as required
- Dealing with email enquiries
- Data entry (Booking requests from our customers)
- Reservation processing – emailing suppliers to make and confirm reservation requests
- Data entry into our accounting system and issuing invoices
- Sending email confirmations to customers
- General office management such as purchasing stationary / checking the mail
- Providing administration support to the Business Development Manager and Senior Management