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**CROCODILE  
DIVE**

## Tourist Attraction Tickets and Retail Manager

### About Us

Crocosaurus Cove, located in the heart of Darwin city, allows visitors a unique, up close and personal view of Australia's iconic Saltwater Crocodiles. Bringing together some of the largest saltwater crocodiles in Australia & boasting the world's largest display of Australian reptiles, Crocosaurus Cove is a must-see attraction when visiting Darwin and the Top End.

### Position Overview

Crocosaurus Cove is looking for a dedicated and enthusiastic individual to join our dynamic management team in the role of Tickets and Retail Manager. This role will ultimately be responsible for the park ticketing operations and the two retail outlets, Crocosaurus Cove Gifts and Souvenirs and Arley Rae Australia. We are looking for a person who will coach and inspire the team to deliver the company values and ensure that exceptional customer service is achieved at every interaction with our business. This is a fulltime role and will require availability over weekends and public holidays. A competitive salary is on offer with an immediate start date.

### About the Role

- Fulltime, Salaried position
- ASAP start date
- Set Roster, over a 7 day week

### Key Responsibilities

- Manage all facets of retail and ticket sales including revenue management, stock control processes, cash assets, crocodile leather product manufacturing, online sales platforms, store logistics and security.
- Lead and motivate the retail & ticket sales team through regular training, team exercises and performance management strategies.
- Maintain our Company goal to provide exceptional customer service and experience from every visit to our establishment.

### Essential Skills

- Excellent computer skills.
- Strong financial interpretation skills.
- A background in Tourism Retail and ticketing.
- Excellent people skills, especially in customer service.
- Experience in Stock management and KPI's.
- Familiar with digital platforms Rezdy, Retail Express and Big Commerce.

Please send your application to the General Manager, Penny Eckel on [p.eckel@croccove.com](mailto:p.eckel@croccove.com)