

JOB VACANCY



FRONT OFFICE / EVENTS LEAD

Job purpose:

Casela Nature Parks is looking for an experienced front office / events lead to oversee the park's front office and ensure its smooth operation, while also acting as a liaison for all events and maintaining a high standard of client service.

Duties and Responsibilities:

- Lead on the operational activities of the Front Office in alignment with the vision, mission and values of Casela Nature Parks.
- Supervise all areas of entrance operations and focus areas including but not limited to: Ticketing, Turnstiles, Group Sales, Guest Services and Tour Operators.
- Identify opportunities for upselling and promoting the activities and services of the park.
- Monitor the front office's financial operations and ensure compliance with established accounting controls and procedures.
- Proactively assist in the planning of the operations during peak periods to ensure that each customer enjoy world-class service.
- Track patterns and produce statistical reports regarding guest issues and experiences, both positive and negative.
- Develop programs/teams to create and execute new and innovative ways to promote entertainment and events.
- Assist in the creation of detailed 'run of shows' for events and be part of on-site production to ensure the smooth execution of events. This includes critical decisions, staffing, logistics, control, emergency management and safety, event set up and breakdown.
- Work closely with Sales team and Operational teams to follow up on events.
- Conduct site inspections with the client prior to events to ensure their smooth running.
- Periodically follow up on budgets to ensure targets are achieved.
- Keep track of event-related finance including invoicing and reporting.
- Control costs on a continual basis within approved budgetary controls.
- Execute any other related duties required by the employer.

Skills, qualifications and experience:

- A degree in Hospitality Management, Business Management or any other relevant discipline.
- A minimum of 5 years' working experience in a similar position within the hospitality industry.
- Dynamic and outgoing.
- Commercial awareness would be an advantage.
- A strong work ethic and ability to maintain professional decorum at all times.
- Excellent communication and interpersonal skills.
- Strong attention to detail, ability to meet deadlines and multi-task.
- Ability to work in a fast-paced business environment in a self-directed manner.
- Ability to work on a flexible schedule to meet the needs of the business.

How to apply:

Casela Nature Parks offers competitive remuneration packages that reflect each candidate's experience. If you're dynamic, driven and passionate about our mission, we want to hear from you! Send a CV and cover letter to:

The HR Manager

Casela Nature Parks,
Royal Road, Cascavelle, 90203
Email: career@caselaparks.com

Closing Date:

4th July 2022

The Management reserves the right to call only the most suitable candidates for interviews.