



## OPERATIONS & RESERVATIONS MANAGER POSITION DESCRIPTION

**Join Above and Beyond Tasmanian Seaplanes and help us create unforgettable aerial adventures while showcasing Tasmania's breathtaking landscapes.**

As we strengthen our reputation as a leader in luxury aerial tourism, the Operations & Reservations Manager will oversee daily operations to ensure exceptional customer experiences. This full-time role involves handling inquiries, managing bookings, and providing operational support to deliver seamless service for our seaplane operations. Our Cessna Caravan C208 amphibious aircraft can carry 9-10 guests and land on both land and water. Flights are available on a shared or private custom charter basis to meet our guests' needs. Availability on weekends is required.

### **Key Responsibilities**

- **Customer Engagement:**
  - Handle customer inquiries, produce quotations and convert bookings through various channels: in-person, phone, email, and online.
  - Process payments and reconcile bookings.
  - Greet walk-in customers warmly and professionally.
- **Operational Support:**
  - Assist pilots in briefing passengers and managing seaplane arrivals and departures from Kings Street Marina.
  - Complete the Seaplane Dockhand Training and Assessment Program, covering seaplane handling, safety protocols, and emergency actions.
  - Ensure safe handling of the dock and our Cessna Caravan C208 amphibious aircraft.
  - Monitor weather conditions and interpret changing weather applications to ensure safe flight operations and transparent guest communications.
- **Administrative Duties:**
  - Maintain a clean and organised workspace, both in the office and at the dock.
  - Manage the reservations system and website to align with aviation operations.
  - Oversee and implement company policies, safety manuals, and employee handbooks.
- **Project Management:**
  - Collaborate with the Marketing & Business Manager and Managing Director to develop tours, itineraries and compelling flight paths.
  - Stay informed about upcoming media or marketing projects, maintenance, and finances.

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• TASMANIAN SEAPLANES •

- **Brand Development:**

- Enhance brand awareness and foster strong relationships with trade partners, both local and international.
- Contribute to managing digital platforms, including social media and TripAdvisor.
- Manage familiarisation requests in partnership with trade and media.

- **Team Leadership:**

- Assist pilots and dockhand assistants in completing daily, weekly and monthly reports.
- Run training sessions to teach staff systems and procedures.
- Coordinate resources including satellite phones, lifejackets and picnic provisions.

- **Financial Oversight:**

- Manage incoming and outgoing accounts.
- Report on company KPIs, including sales and product performance.

- **Support for Sister Company:**

- Provide operational, reservation, and other ad-hoc support for On Board, a member of Luxury Lodges of Australia.

**About You:**

- Strong leadership skills and a positive, can-do attitude.
- Passion for tourism and showcasing Tasmania.
- Excellent communication and interpersonal skills.
- Problem-solving mindset with strong logistical thinking.
- Team-oriented with a collaborative spirit, encouraging customer feedback.
- Respectful and supportive of the Tasmanian community.

**Previous Experience:**

- Experience in sales, tourism and / or aviation.
- Proven ability to work within a small team.

If you are passionate about tourism, aviation, and delivering outstanding customer service, we invite you to apply for this dynamic role by sending your CV and cover letter to [info@aboveandbeyond.flights](mailto:info@aboveandbeyond.flights).

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