

Position Description	
Position	Sales/Reservations Coordinator
Reports To	Operations Manager

The Business

Outback Aussie Tours is an award-winning tour company based in Longreach Queensland, operating for 37 years. We offer river and rail tours in and around Longreach including our signature Smithy's Outback Dinner and Show. We operate guided overland 4WD coach tours throughout Outback Queensland as well as tailored bus charters for special interest groups.

The Role:

We are looking for a motivated and reliable person to join our team as a Sales/Reservations Coordinator for the 2025 season. This position is a key part of the Reservations team, and you will be responsible for selling and booking Outback Aussie Tours Extended Tours and Experiences. You will need to maintain high levels of communication, efficiency and accuracy.

Key Responsibilities

- Accurately take, record and process reservation information, special requirements, payments and provide guests with confirmation correspondence in a timely manner.
- Build and maintain relationships with customers, agents, inbound and wholesale stakeholders.
- Ensure all incoming sales enquiries are responded to in a timely manner.
- Work with internal departments such as the Marketing, Operations and the Business Manager to improve the volume sales enquiries leading to greater conversions.
- Meet and exceed KPIs and sales targets.
- Possess deep knowledge of the OAT product offerings as well as the air, rail and bus options available.
- Proactively follow up guests and sales opportunities.
- Provide assistance to the Experience Creator to follow up sales opportunities from leads, sales calls and trade shows to generate, develop and grow domestic and wholesale trade business.
- Set the Standard for all members of the sales and admin team in regard to presentation, phone manner, and guest interactions.
- To maximise customer satisfaction and OAT revenue by promoting/upselling all OAT products.
- Work with finance to ensure all deposits, payments and refunds are carried out without error.

On the Job

- Able to commit to the full 2025 season; March to October
- Fixed term contract (approximately 38 hours per week)
- Weekend work may be required from time to time.

Desirable skills

- Demonstrated experience working in sales and reservations.
- High levels of organisation & management skills.
- High attention to detail.
- A keen sense of urgency, adaptability, and accountability to strive for excellence in high pressure situations.
- Excellent oral, written and face to face communication skills.
- Strong problem-solving skills.
- Experience using Microsoft Word and booking systems with the ability to understand & implement software.