



O'Reilly's Rainforest Retreat is an iconic eco-tourism property located in World Heritage listed Lamington National Park. Family owned and operated, O'Reilly's has 66 hotel rooms, 48 villas, destination day spa (Lost World Spa), vineyards (Canungra Valley Vineyards) and a daily eco-activities program and a children's school holiday program.

At O'Reilly's we are passionate about delivering a unique and memorable experience to our guests. Our company mission is "To make every guest feel special". Our guest profile includes families, couples, day visitors and a growing number of corporate groups.

## Guest Activities Manager

Our team is seeking an energetic, organised and positive leader to manager our experienced and specialised team of Activities Guides.

O'Reilly's 'Discovery Program' of activities operates daily, including guided rainforest walks, 4WD bus excursions, adventure activities, glow worm tours and rainforest Segway safaris. O'Reilly's also runs a successful birds of prey and local wildlife demonstrations both onsite and offsite. In addition, the department develops and facilitates team building activities for corporate groups, and special interest weeks/events.

This role is a vital part of the O'Reilly's operations managing a team of six; the role includes the following responsibilities

- Strong people centred leadership which brings out the best in each team member
- Hands-on staff management (including rosters, staff development, training and reviews)
- Delivering a successful program which is innovative and profitable
- Enhancing our guests' experience measured by high customer satisfaction
- Review, implement and drive Standard Operating Procedures and WPHS
- Accurate booking processes and reporting
- Maintaining equipment and field records

Under the guidance and support of the General Manager (Rooms Division) the requirements for this permanent position include:

- Previous management experience
- Current MR licence and QLD Transport driver authorisation
- Passion and knowledge of Australian flora and fauna
- Attention to detail, excellent customer service and well presented
- Animal and wildlife handling highly advantageous
- A sense of humour
- Intermediate computer skills

O'Reilly's is 40mins travel from Canungra or 75mins from Nerang. Ideally, the role is a live in position and available to candidate with permanent residency status. O'Reilly's offers a competitive salary and subsidised accommodation and meals. You may be required to support other operational departments during busy periods.

O'Reilly's is committed to investing in our talented people and ensuring that work is a supportive and enjoyable place to be. All enquiries and applications to be sent to: Louanne Brynes  
gmfb@oreillys.com.au