



[www.marukoalapark.com.au](http://www.marukoalapark.com.au)

## POSITIONS AVAILABLE

Maru Koala and Animal Park currently have a range of positions available, Roles currently on offer include;

- Customer Service Supervisor (Part –Time)
- Hospitality Staff (Part-Time & Casual)
- Kitchen Hand (Part-Time & Casual)
- Sous Chef (Full-Time, Part-Time Considered)
- Cleaners (Part-Time & Casual)
- Park Manager (Full-Time)

### CUSTOMER SERVICE SUPERVISOR (Part-Time)

This is your opportunity to join our award winning business in the role of Customer Service Supervisor.

You Will;

- Act as a the first point of knowledge for all front of house staff and ensure the smooth running of all daily tasks in the shop area by both active participation and supervision of other staff.
- In the absence of the manager be able to manage the shop staff independently to a very high standard by showing strong initiative and responsibility and thus provide a quality product and experience for our guests.
- Be responsible for the opening and closing of the business and shop including the handling of cash, vouchers and register balancing.
- Assist in maintaining a clean and organised shop area and ensuring all procedures are followed to meet with Occupational Health and Safety practises.
- Provide exceptional customer service, including facilitating guests to the Animal Park and Mini-golf areas.
- Liaising with tour groups for bookings and groups on their arrival and maintaining a positive relationship with our key stakeholders.
- Assisting with the training of new staff and appraisals of current staff in your team.

Our Ideal Candidate;

- Have previous experience in a customer facing role
- Be available to work across a range of shifts including weekends, school and public holidays
- A second language is an advantage (Asian Language an advantage)
- Works well in a team

**To Apply:** Email your resume and cover letter clearly stating the role you are applying for to “Attn. The Manager” at [vacancy@marukoalapark.com.au](mailto:vacancy@marukoalapark.com.au)



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## HOSPITALITY STAFF (Part-Time & Casual Roles)

This is your opportunity to join our award winning business in the role of Hospitality Staff Part-Time / Casual.

You Will;

- Service customers in the Homestead Bistro
- Prepare and serve drinks (Barista skills an advantage)
- Clearing of tables and washing of dishes
- Basic food preparation
- Display high standard of personal safety and follow all required Standard Operating Procedures.

Our Ideal Candidate;

- Have previous experience in a hospitality role
- Be available to work across a range of shifts including weekends, school and public holidays
- Junior staff are encouraged to apply for this role, as we have a strong in-house training program to develop your skill set
- Works well in a team

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## Kitchen Hand (Part-Time & Casual Roles)

This is your opportunity to join our award winning business in the role of Kitchen Hand Part-Time / Casual. At Maru, we are passionate about your career journey, and these roles provide a great entry to a business that progresses staff from within!

You Will;

- Clean food preparation areas and maintain exemplary hygiene standards.
- Assist setting up the dining area, preparing the serving area and serving food to guests.
- Assist with receiving food deliveries and organising stock.
- Safely operate required cooking appliances.
- General cleaning duties within the kitchen and dining areas
- Dishwashing kitchen items and utensils.
- Responsible for ensuring all required checklists and recordings are completed each shift.
- Adhere to all food handling, kitchen hygiene and safety standards.
- Maintain compliance with the Food Safety Plan, including deliveries, food temperature checks, fridge and freezer checks.
- Display high standard of personal safety and follow all required Standard Operating Procedures.

Our Ideal Candidate Will;

- Have previous experience
- Be available to work across a range of shifts including weekends, school and public holidays
- Works well in a team

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Maru Koala and Animal Park Ph: +613 5678 8548



## **SOUS CHEF (Full-Time, Part-Time Considered)**

This is your opportunity to join our award winning business in the role of Sous Chef. At Maru Koala and Animal Park, we have recently appointed a new Head Chef. Our new Head Chef is committed to the growth and development of their team, and this opportunity is an excellent opportunity to be mentored to further grow your own skills. If you are sick and tired of working late nights and every weekend, then this is your chance to make the change!

You will;

- The primary role is to under the guidance of the Head Chef ensure the smooth running of the Kitchen on a daily basis by both active participation and supervision of other chefs and cooking staff
- Be able to manage the kitchen staff to a very high standard by showing strong initiative and responsibility and thus provide a quality product and experience for our guests
- Be responsible for food and beverage storage, preparation and presentation, maintaining a clean kitchen and shop area and the handling of cash and receipts
- Ensure all kitchen procedures are meet with Occupational Health and Safety, local Shire and State laws and practises
- Assisting with the training of new staff
- Analyse, have active input and make informed recommendations to the Head Chef to achieve improvements in all aspects of the food & menu content and delivery, kitchen procedures, staff training and future new products
- Cater to and understand dietary requirements

Our Ideal Candidate Will;

- Have previous experience as a sous chef, or be a strong chef de partie looking for career advancement
- Be available to work across a range of shifts including weekends, school and public holidays. Flexibility to work the occasional evening for functions.
- Willing to work every second weekend
- Works well in a team

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## CLEANERS (Part-Time & Casual)

This is your opportunity to join our award winning business in the role of General Cleaner Part-Time / Casual. At Maru, we are passionate about your career journey, and these roles provide a great entry to a business that progresses staff from within!

You will;

- Be responsible for the sweeping & mopping of floors in dining, retail and staff area
- Cleaning of restrooms including toilets, hand basins and emptying of sanitary bins
- Dusting, vacuuming, and cleaning of glass and any other general cleaning duties as required
- General cleaning around Maru property as required
- Opportunity to pick up additional shifts within our kitchen (training provided) subject to business needs

Our Ideal Candidate Will;

- Have previous experience working as a cleaner (desirable not essential as all training provided)
- Be available to work across a range of shifts including weekends, school and public holidays
- Works well in a team
- Morning shifts with the occasional day or evening shift.

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## **PARK MANAGER (Full-Time)**

As Animal Park Manager, you will have key strategic input and project involvement in all animal care priority projects and strategies both current and future. You will also oversee all aspects of the daily operations of the animal park and staff. Maru expects all its employees to be dedicated to conservation issues, animal welfare and providing an exceptional visitor experience.

### **Expected duties will include the daily management and participation in the following;**

- Be expected to evolve the Animal Park sector of the Maru business to promote, prosper and drive it forward into the future
- Oversee the management of animal habitats and lead the input into their design.
- Oversee the Head Keeper, Senior Keepers & keeper team providing guidance and training.
- Oversee all facets of animal husbandry including; record keeping, reproduction, capture and restraint, diets, enrichment & training programs.
- Provide a high level and excellence in customer service at all times.
- Review, develop & oversee all animal related visitor experiences, demonstrations, and tours.
- Oversee animal park staff skill development and progression through competency sign off and performance appraisals.
- Lead and attend meetings, contribute to strategic development of the business and perform other duties as requested by the General Manager & Director that are within your skill set.
- **Full-time Salary \$100K+ (skills dependent)**

### **The Ideal Candidate;**

- Minimum 5 years of experience in a similar role, including husbandry, keeping and training experience along with the willingness to coach others in industry best practice & new animal handling techniques.
- Must have Certificate III Captive Animals or equivalent.
- Leadership and management qualifications (desirable)
- Management & leadership experience of a small team that is collaborative, inspiring and motivational.
- Demonstrated ability to develop, implement and oversee strategic business objectives and ability to coach employees under your charge.
- Ability to manage the requirements of the business, whilst contributing to achieving world's best practice for animals in human care
- Strong written and verbal communication skills including being familiar with report writing and implementing practical components within available resources.
- Experience in creating and implementing staff rosters
- Strong ability to be flexible and adapt to changes to the daily routine.
- Demonstrated ability to enhance a positive work culture with a strong desire for continuous improvement with strong leadership skills.
- Overseeing safety practices, processes & identifying hazards in the workplace.
- Working with Children Check (or willingness to obtain).
- Be capable of completing highly physical work in all-weather on a daily basis.
- Hold a valid Australian driver's license.
- A rare Monday-Friday roster, with some occasional weekend work to assess and mentor casual weekend staff.

**Sounds Exciting???Please apply with a cover letter and your full resume including relevant references to: The**

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