



Job Title: Charleville Bilby Experience Manager – 6 month contract
Based at: Charleville, Murweh, Queensland
Responsible to: CEO
Responsible for: Management, promotion and smooth running of the Charleville Bilby Experience

Job Purpose: To run the CBE for a continuous 6 month period, taking responsibility for all staffing arrangements, financial matters and the customer experience.

Special Notes: The commitment to the contract for the full six months is non-negotiable.

STBF will assist with finding accommodation and an introduction to Charleville living if required

The salary is \$60,000 – 70,000 p/a plus super (final salary depends on experience & will be pro rata'd for the length of contract). Due to the nature of this position, no paid leave is offered as part of this role – it is essential that we have continuity during the season

Instead STBF will at the end of the contracted period make a one-off gross payment of \$3,000 subject to a satisfactory review of performance during the contract period

Hours per week – 40 with the expectation that the post holder will work these hours across the week, catering to the opening times of the CBE and the volunteer roster/responsibilities.

Save the Bilby Fund

Vision:

To assist in the prevention of Australian Wildlife extinction

Mission Statement:

Save The Bilby Fund will actively support programs of education, research and direct action to secure the long-term conservation of bilbies, and of other endangered/threatened Australian animal species.

Values:



Trust, Transparency, Proactivity, Credibility, Honesty, Integrity

Main tasks

To ensure the smooth running of the CBE and to enhance the customer experience

To recruit, roster & manage staff/volunteers as required by the needs of the CBE

To take sole responsibility for financial tasks and monthly reporting

***To ensure the smooth running of the CBE and to enhance the customer experience;
duties and responsibilities include:***

Managing the online bookings, ticket availability etc on bookeasy

Determine optimum opening hours and show times to ensure profitability

Liaising with local tourist manager (currently Monique) to capitalise on all promotional opportunities for the centre

Responding to social media check ins, mentions and reviews of the CBE and all booking enquiries, exclusive group bookings etc

Promotion and advertisement online of the CBE

Represent the STBF as an ambassador and ensure all customers and visitors leave with a positive impression of the centre and an appreciation for the plight of the bilby

Suggest ways in which the customer experience can be improved further and proactively discuss with STBF management team

Management of the CBE shop - Shop display & pricing; Stock monitoring & pro-active re-ordering; Processing merchandise sales through Kounta; Quarterly stock take; Processing & fulfilling online sales

Encourage donations and monthly regular gifts from visitors and ensure that these are processed via eTapestry

To recruit, roster & manage staff/volunteers as required by the needs of the CBE

This pertains to the volunteers who live locally and assist with the running of the CBE



In addition, helping co-ordinate volunteers for special events such as the Charleville Bilby Festival and representing the CBE at local events and gatherings

To take sole responsibility for financial tasks and monthly reporting

Banking – monthly reconciliation; sales & donation processing; issuing/processing receipts; cheque deposits, accounts payable etc

Reporting – monthly

Filing and admin as required for day to day correspondence etc

Ensure all regular procedures are documented accurately

Interactions

Reports to and takes direction from the Save the Bilby Fund Chief Executive (CEO) and the STBF's Board and Constitution.

Maintains working relationships with the following:

STBF CEO, STBF Bilby Husbandry Manager, STBF Projects Officer (PO), STBF comms & fundraising, STBF Staff and volunteers as identified in the key responsibilities.

Maintains a professional working relationship with Murweh council/tourism & workcamp

Additional responsibilities

Assistance and support to the Bilby Unit Manager/workcamp/CEO as necessary to ensure the health and welfare of resident and creched bilbies. Whilst we have a husbandry manager, in case of emergency, this role requires that you will put the bilbies first at all times.

Provide support as appropriate and directed by the CEO, accountant and board to achieve the fund's aims and objectives.

Keep a detailed timesheet and send to accounts on a fortnightly basis

Attend weekly/fortnightly work in progress (WiP) meetings via video conferencing as required