



Position Description: Customer Experience Coordinator



About Us

Go Adventure Nagambie embraces everything the beautiful Nagambie Lakes and Goulburn River region has to offer. Our mission is simple and powerful:
“Creating fun for everyone.”

We’ve been locally owned and operated for over 30 years, offering water-based adventures from our base at the Nagambie Lakes Regatta Centre. As we enter an exciting phase of growth, we’re looking for a passionate, detail-oriented coordinator to help us deliver unforgettable guest experiences and support our expanding operations.



Our Values

We live by seven guiding values that shape every experience we create:

- **SAFETY** – We prioritise safety in every action, for every person and every experience
- **CUSTOMER** – Our customers are at the core of everything we do; we create unforgettable experiences that spark lasting memories and glowing reviews
- **INCLUSIVITY** – We celebrate diversity and design with accessibility, respect, and belonging in mind
- **SUSTAINABILITY** – We protect and celebrate nature through every choice we make, from operations to education
- **PRIDE** – We take pride in every detail—from our experiences to our presentation
- **COMPLIANCE** – We operate with integrity, diligence, and uphold the highest standards in compliance and operational care
- **FUN** – We bring fun to every moment—for our team, and for our guests



The Opportunity

As **Customer Experience Coordinator**, you’ll be the friendly face and organised mind behind our guest interactions—ensuring every booking, enquiry, and on-site experience is smooth, inclusive, and memorable. You’ll work closely with our Adventure Lead to deliver exceptional service and help shape the way guests connect with Go Adventure Nagambie



Role Details

Type: Full-Time or Part-Time (flexible based on candidate)

Location: Nagambie Lakes Regatta Centre, 66 Loddings Lane, Nagambie

Remuneration:

- Above award wage + applicable super
- Discounted adventure services for family and friends
- Salary commensurate with experience and capabilities

Required Qualifications

-  First Aid Certificate
-  Working with Children Check
-  Marine Licence (desirable but not essential)

Ideal Candidate Experiences

We're looking for someone who brings warmth, initiative, and a passion for guest care. The ideal Customer Experience Coordinator will have experience in:

Customer Service & Front-of-House Operations

Managing bookings, enquiries, and guest interactions with professionalism and empathy

Digital Tools & Communication

Using booking platforms, email, and social media to support guest engagement — experience with Booqable and Square highly regarded

Inclusive & Sustainable Tourism

Exposure to accessibility practices, sensory-friendly resources, or eco-accredited operations

Problem Solving & Organisation

Coordinating schedules, resolving guest issues, and supporting smooth daily operations

Cultural Sensitivity & Local Knowledge

Familiarity with First Nations storytelling or regional tourism experiences is a plus

Key Responsibilities

- Be the first point of contact for guest bookings, enquiries, and feedback
- Coordinate daily booking schedules and support on-site check-ins
- Assist with customer payments, refunds, and reconciliation processes
- Ensure guests receive clear, inclusive, and engaging pre-visit information
- Support the Adventure Lead with rostering and team coordination
- Collaborate with the Marketing Coordinator to respond to online messages and reviews
- Maintain accurate records of bookings, feedback, and operational notes
- Help identify opportunities to improve guest experience and streamline processes
- Support on-site guest activities during peak periods or special events

Seasonal Flexibility

This role requires availability across weekends, school holidays, selected public holidays, and weekdays—aligned with customer demand and seasonal operations.

Apply Now

If you're ready to create joy for every guest, support a thriving local business, and grow with a values-driven team, we'd love to hear from you.

Send your cover letter and resume to:

 admin@goadventurenagambie.com.au

 www.goadventurenagambie.com.au