



POSITION DESCRIPTION

JOB TITLE: General Manager 'Sea Darwin - Sea Tiwi'

JOB TYPE: Full Time

LOCATION: Darwin, NT

Company Overview: We are a rapidly growing Marine Tourism and Charter Business dedicated to providing exceptional and unforgettable experiences on the water. Our business specializes in offering a wide range of marine activities, including boat charters, eco-tours including history and turtle tours. We take pride in our commitment to safety, environmental sustainability, and superior customer service. As we expand our operations and reach, we are seeking a dynamic and experienced General Manager to lead our team and drive the business to new heights.

Role Overview: As the General Manager of our Marine Tourism and Charter Business, you will be responsible for overseeing all aspects of our operations, strategic planning, and day-to-day management. You will play a pivotal role in shaping the direction and growth of the company, ensuring that we maintain our reputation as a leader in the marine tourism industry.

Role Accountability: As the General Manager you will report directly to the Chief Executive Officer of Tiwi Enterprises. You will also be required to prepare and provide quarterly business activity and financial reports to the Board of Directors. Reporting provided by the accounts team.

Key Responsibilities:

1. **Strategic Leadership:** Develop and execute comprehensive business strategies to achieve our growth targets while maintaining a focus on customer satisfaction and environmental sustainability.
2. **Team Management:** Recruit, roster, lead and motivate a diverse team of professionals, including boat captains, tour guides, bus drivers, customer service staff, and administrative personnel. Foster a positive and collaborative work environment that encourages

productivity, creativity, and continuous improvement. Identify and oversee opportunities for training.

3. **Operations Oversight:** Ensure smooth and efficient day-to-day operations, including bus and boat fleet management, tour scheduling, booking systems, equipment maintenance, and supply chain logistics.
4. **Safety, Compliance and Accreditation.** Uphold the highest safety standards for all activities, adhering to industry regulations and best practices. Implement and monitor safety protocols and training programs. Ensure all business policies and procedures are up to date and evolve with the business. Maintain tourism accreditation and memberships.
5. **Customer Experience:** Drive a customer-centric approach throughout the business, ensuring that every guest enjoys an exceptional and personalized experience that exceeds expectations.
6. **Digital Management:** Manage the companies digital and social media presence, and online reputation.
7. **Marketing and Sales:** Develop effective and measurable marketing strategies, promotional campaigns, and customer loyalty programs to attract new customers and retain existing ones.
8. **Financial Management:** Oversee budgeting, financial reporting, and cost control measures to optimize profitability while managing expenses. Identify and respond to funding/grant opportunities.
9. **Business Development:** Identify new opportunities for business expansion with both tourism products and commercial water taxi work. Foster strategic partnerships, new supply chains, new markets and diversification of services to stay ahead of industry trends and competition.
10. **Sustainability Initiatives:** Promote and implement environmentally responsible practices and initiatives to minimize the company's ecological impact and contribute positively to marine conservation efforts.
11. **Stakeholder Relations:** Build and maintain strong relationships with wholesale and retail suppliers, local communities, government authorities, and industry organizations to foster collaboration and support the business's interests.

Qualifications and Experience:

- At least 5 years of experience in a managerial role within the marine tourism or hospitality industry, with a proven track record of business growth and success.
- Strong understanding of marine safety regulations and best practices, with relevant certifications being a plus.
- Demonstrated ability to lead and inspire teams, fostering a positive and productive work environment.
- Excellent communication, negotiation, and interpersonal skills to build relationships with stakeholders and customers.
- Proven financial management acumen, including budgeting and financial analysis skills.
- Passion for marine conservation and sustainable tourism practices.
- Entrepreneurial mindset, innovation-driven, and adaptability to seize market opportunities.

These qualifications, experience and vision will lead our Marine Tourism and Charter Business to greater heights. We welcome you to join our team and contribute to creating unforgettable experiences for our guests while ensuring a sustainable future for our oceans.