CORAL TRIANGLE CENTER
Inspiring People Saving Oceans

Term of Reference
Center for Marine Conservation Operations Officer

About Coral Triangle Center

The Coral Triangle Center (CTC) is a foundation based in Bali with a regional scope and global impact. CTC works closely with local communities, the private sector, governments, and partners to strengthen marine resource management in the Coral Triangle to protect coral reef ecosystems and ensure sustainable livelihoods and food security. CTC supports on-the-ground conservation in Nusa Penida in Bali, Banda Islands in Maluku, and Atauro in Timor-Leste.

Coral Triangle Center is developing its Center for Marine Conservation (CMC) in Bali, an integrated learning space for training programs, outreach activities, and artistic and cultural performances to influence millions of people to care for our oceans and those that depend on it. CTC leads regional learning networks of women leaders, local government executives, and marine protected area practitioners in Indonesia, Malaysia, the Philippines, Papua New Guinea, Solomon Islands, and Timor- Leste. CTC is also a certified training center of Indonesia's Government - Ministry of Marine Affairs and Fisheries (MMAF) and an official partner of the Coral Triangle Initiative on Coral Reefs, Fisheries, and Food Security (CTI-CFF).

Position Summary

The CMC Operations Officer plays a key role in supporting the daily operations of the Center for Marine Conservation. This position is responsible for visitor engagement, operational support for CTC Escape Rooms, cashier and booking systems, logistics, reporting, and general facility support, working closely under the supervision of the CMC Manager.

Essential Functions

The CMC Operations Officer will be primarily responsible for the following duties:

Operations & Visitor Services

- Support the operation of CTC Escape Rooms as a Game Master, including ensuring high-quality hospitality, functionality of facilities, guest management, and facilitating and monitoring games;
- Support cashier and booking management systems, including dive pool bookings, guest transactions, daily closing, and coordination with the Finance team;
- Welcome CMC visitors, manage the reception desk, and maintain accurate visitor data records;
- Provide logistical and budgeting support for CMC events and activities;
- Prepare daily reports on CMC sales and petty cash;
- Assist with logistics procurement, purchasing, and booking processes;
- Support the maintenance team in ensuring CMC facilities are well maintained;
- Support KKH operational activities as required;
- Carry out assigned tasks efficiently and in a timely manner under the supervision of the CMC Manager.

Administrative & Data Management Functions

- Manage and maintain accurate administrative records, including visitor databases, bookings, inventory lists, and operational documents;
- Collect, input, verify, and update data related to CMC activities, programs, and daily operations;
- Prepare routine administrative and data reports to support management decision-making;
- Organize, file, and archive digital and physical documents in accordance with CTC standards;
- Support basic data analysis and reporting using Excel or other internal tools;
- Coordinate with internal teams to ensure data accuracy, consistency, and timely submission;
- Assist in monitoring budgets, invoices, and supporting documents in coordination with the Finance team;
- Ensure confidentiality and proper handling of organizational and visitor data.

Qualifications

The ideal candidate should meet the following criteria:

1. Minimum Diploma 3 (D3) qualification; graduates in hospitality, tourism, or related fields are preferred;
2. Knowledge of marine conservation and/or sustainable fisheries issues is an advantage;
3. Proficiency in Microsoft Excel, data reporting, and PowerPoint;
4. Strong communication and interpersonal skills;
5. Proven ability to work effectively in a multicultural environment;
6. Demonstrated ability to complete tasks accurately and within deadlines;
7. Proactive, reliable, and solution-oriented;
8. Good command of spoken and written English.

Working Conditions/Physical Requirements

- Required to work six (6) days per week, seven (7) hours per day;
- May involve field activities to assist guests or visitors when necessary;
- Ability to work effectively under pressure and meet deadlines.

Reporting and Coordination Lines

- The CMC Operations Officer reports directly to the CMC Manager;
- Works closely and coordinates with the Communications team and other CTC team members to support the achievement of organizational goals.

Please send your CV to: hrecruitment@coraltrianglecenter.org

(Closing date for application: Until the position is filled)

Coral Triangle Center is an Equal Opportunity Employer