

## **Vacancy at N/a'an Ku Sê Wildlife Experience – HQ**

An exciting and challenging opportunity is available for a **CRO Volunteer Reservationist** (Central Reservations Office) to join our team. The successful incumbent will be based at the N/a'an Ku Sê Head Office, 2 Chapman Street, Klein Windhoek

We are looking for a dedicated and detail-oriented CRO Volunteer Reservationist to assist our Central Reservations Office (CRO) team. This volunteer role involves handling reservations, responding to guest inquiries, and supporting the team in ensuring smooth booking processes. It is an excellent opportunity for someone passionate about hospitality, customer service, and conservation tourism.

### **Main Responsibilities (but not limited to):**

- Handle all incoming reservation enquiries via phone, email, or other communication channels promptly and professionally.
- Provide personalised assistance to guests by addressing their queries, concerns, and special requests with a high level of attentiveness and care.
- Ensure clear and effective communication between volunteers and the project entities to facilitate seamless arrangements for their stay.
- Process reservation requests accurately and efficiently in accordance with established procedures and policies.
- Utilize the reservation system to update guest information, and record special requests or preferences.
- Offer detailed information about the various volunteer projects.
- Process and manage all booking enquiries in a timely manner, including the building of itineraries for unique volunteer experiences.
- Will assist and manage group bookings and itineraries.
- Use Reservation software to ensure that the booking process is effectively carried out, including suggestions for process improvements.
- Manage and maintain all supporting project documentation including rates and information documents.
- Identify opportunities to upsell rooms, stays at other project locations, or additional services to volunteers during the reservation process, adhering to established guidelines.
- Utilize persuasive communication skills to promote the various N/a'an ku sê volunteering project unique offerings and encourage volunteers to enhance their experience.
- Assist with other ad hoc projects as they arise.

### **Job requirements and skills:**

- Well-spoken with excellent English language skills for effective and clear telephonic and e-mail communication.
- Minimum of 2 years' experience in a reservations or similar customer service role.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and booking systems/ **Semper** will be an advantage.
- Excellent organisational skills and attention to detail.
- Ability to work independently as well as within a team.
- Passion for hospitality and conservation tourism.

### **Remuneration:**

- A competitive salary package coherent to experience and qualification
- Membership of the Naankuse Medical Aid Group at own cost

**Closing date for applications:** 15 March 2025

[www.naankuse.com](http://www.naankuse.com)



To apply for this position, please email your CV to [jobs1@naankuse.com](mailto:jobs1@naankuse.com). Please note that we are an eco-friendly and paperless company, therefore hand-delivered CVs will not be accepted.

The reference should be **CRO Volunteer Reservationist at HQ**

**CVs with incorrect subject lines will not be considered**

Only short-listed candidates will be contacted



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