

Vacancy at N/a'an Ku Se Wildlife Experience – HQ

An exciting and challenging opportunity is available for a **Central Reservations Agent** to join our team. The successful incumbent will primarily be desk-based at the N/a'an Ku Se Head Office, 2 Chapman Street, Klein Windhoek. with occasional need for remote collaboration.

Overview:

The ideal candidate will serve as part of a team who is the primary point of contact for guests, travel agents, tour operators and corporate clients seeking to make reservations across our Eco-tourism group. As part of the Central Reservations Team this agent must ensure a seamless booking experience, maximize revenue opportunities through effective upselling, and provide exceptional service to create lasting positive impressions. Working within a centralized environment, the agent will need to handle inquiries efficiently, process reservations accurately, and maintains up-to-date knowledge of the hotel group's offerings, promotions, and policies.

Main Responsibilities (but not limited to):

- Handle incoming reservation inquiries via phone, email, and online platforms efficiently.
- Accurately record guest details and special requests in the booking system.
- Provide information about available accommodations, services, and promotions.
- Confirm and update reservations in a timely manner.
- Liaise with all properties and service providers to ensure guest requirements are met.
- Resolve customer issues or complaints professionally and promptly.
- Perform telesales activities to maximize occupancy and revenue.
- Maintains up-to-date knowledge of the Eco-tourism group's offerings, promotions, and policies.

Job requirements and skills:

- Computer literate with proficiency in reservation systems and Microsoft Office.
- 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.

Advantageous Qualifications:

- Experience with Semper Property Management System (PMS).
- Proven experience in telesales.

Closing date for applications: 06 December 2024

To apply for this position, please email your CV to 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 **Central Reservationist Agent at HQ**

CVs with incorrect subject lines will not be considered

Only short-listed candidates will be contacted