

Vacancy at N/a'an ku sê Wildlife Experience

An exciting and challenging opportunity is available for a **Front of House Volunteer Liaison** to join our team. The successful incumbent will be based at the N/a'an ku sê Wildlife Sanctuary, Farm Frauenstein No. 277, Khomas District, Windhoek, Namibia, 45 km outside of Windhoek

Overview

The Front of House Volunteer Liaison plays an important role in supporting the Volunteer Programme by creating a welcoming environment and ensuring a seamless, enriching experience for volunteers visiting the Wildlife Sanctuary. This includes smooth volunteer onboarding and support with itinerary planning to offer a comprehensive experience. The Front of House Volunteer Liaison will assist the Volunteer Bookings Manager maintaining a high level of volunteer satisfaction.

Main responsibilities (but not limited to):

Volunteer Experience Enhancement:

- Foster a positive and supportive environment for volunteers during their time at N/a'an ku sê.
- Work closely with volunteers to understand their preferences, interests, and expectations.
- Be one of the main points of contact for volunteer queries.

Volunteer Coordination:

- Welcome new volunteers and provide orientation tours.
- Assist with room allocation, ensuring preferences and special requests are accommodated. Work with housekeeping to get the rooms prepared and with the kitchen to accommodate dietary needs.
- Assist logistics with details on volunteer transfer needs.
- Prepare overviews and attend meetings to coordinate volunteers travelling to other project locations.

Communication:

- Act as a point of contact for day-to-day volunteer queries and support. Maintain regular communication with volunteers to assess satisfaction levels and address concerns.
- Give induction presentations to settle in new volunteers.
- Maintain communication platforms such as WhatsApp groups and individual volunteer messages.
- Provide updates to volunteers on their schedules.

Volunteer Liaison and Support:

- Act as a liaison between volunteers and the organisation, addressing concerns and providing support.
- Respond to volunteer queries or challenges in a professional and efficient manner.
- Work with volunteers interested in exploring different projects of N/a'an ku sê on building itineraries that offer the best experience during their stay.

- Act as a chaperone for volunteers needing medical assistance.
- Assist volunteers also outside of office hours during duty weekends, evening shifts and on the emergency phone.

Administrative Tasks:

- Keep accurate records of volunteer booking overviews and itineraries.
- Maintain accommodation bookings on the reservations software (Semper).
- Prepare overviews for housekeeping and kitchen.

Job requirements and skills:

- Previous experience in volunteer coordination or hospitality is preferred.
- Excellent interpersonal and communication skills.
- Able to work effectively with people from different backgrounds.
- Organised, detail-oriented, and able to manage multiple tasks.
- Ability to adapt to a dynamic and fast-paced environment.
- Passionate about volunteerism and community engagement.
- Comfortable using computer software (e.g., Microsoft Office, email, etc.), strong Excel skills.
- Knowledge of Reservations and Point of Sale systems (ideally Semper).
- Willingness to work flexible hours, including evening shifts and duty weekends.
- Assist with other ad hoc projects as they arise.

Remuneration:

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

Closing date for applications: 08 November 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 **Front of House Volunteer Liaison**.

CVs with incorrect subject lines will not be considered.

Only short-listed candidates will be contacted.