



## EMPLOYMENT OPPORTUNITY

<b>JOB TITLE:</b>	TEAM LEADER SAFARI DESIGNER
<b>REPORTS TO:</b>	HEAD OF RESERVATIONS
<b>DEPARTMENT:</b>	RESERVATIONS
<b>LOCATION:</b>	SOUTH AFRICA

### PURPOSE STATEMENT

To support the overall reservations service performance within a specific cluster of the bigger Reservations team. Working in collaboration with the Head of Reservations and the Safari Designers in the cell to ensure a positive reservations experience for all our clients in line with the business goals. The incumbent is specifically accountable for the support of the reservations cell within the business.

### WHY DO WE HAVE THIS POSITION?

- Assist Head of Reservations in the overseeing of day to day running of the USA team in a team leader role to ensure a cohesive and effective environment focusing on service delivery, attention to detail, timeous responses, creativity of itineraries, and ensuring the day-to-day reservations service exceeds expectations.
- Mentoring and coaching the reservations team in terms of systems, procedures, processes, communication, and service delivery
- Full time Consulting and handling of Tour Operators accounts
- Assist Head of Reservations when absent in terms of rates overrides, Credit notes and other reservation's function.
- Oversee and the daily allocation of enquiries that arrive in the central reservations email inbox to the reservations team. Ensure that all enquiries are replied to within the same day and no later than 24 hours.
- To assist reservations consultants in day-to-day issues such as itinerary planning, costing, and directing them to the appropriate resource to assist them in the performance of duties
- Oversee Teamwork system and workload management thereof





### **INTERACTION LEVELS:**

- Other Safari Designers, Trade, Tour Operators, Booking channels, Head of Reservations.
- Any other service-related initiatives required to ensure that we offer the highest touch service to our clients.

### **PERSONAL ABILITIES**

- Excellent interpersonal skills.
- Leadership ability and ability to develop, motivate and mentor staff.
- Identify trends and respond accordingly with products
- Team worker with the ability to interface (and motivate) with a variety of departments and people.
- Excellent communication skills, both written and oral (public and personal).
- Self-starter, highly motivated, accountable, persistent, astute, organised, methodical, accurate and analytical.
- Deadline and result orientated.

### **MINIMUM REQUIREMENTS**

- At least five to eight years of management experience in a Reservations office managing a team of people
- Proven experience working in Tourplan
- Demonstrated experience of implementing new process and systems in the Reservations space

If you believe you meet the requirements for this position, please email your CV with an application letter before 31st of August 2022 to [refiloe@greatplainsconservation.com](mailto:refiloe@greatplainsconservation.com)

