

EMPLOYMENT OPPORTUNITY

AFTER- HOURS SAFARI DESIGNER



JOB TITLE:	AFTER- HOURS SAFARI DESIGNER
REPORTS TO:	AFTER-HOURS RESERVATIONS MANAGER
DEPARTMENT:	AFTER HOURS AND CONCIERGE
LOCATION:	SOUTH AFRICA

PURPOSE STATEMENT

This position will work closely with our Reservations team to ensure that we can continue to provide seamless guest service after hours. This position will also be responsible for managing any after-hours emergencies and guiding our guests or clients with the appropriate level of assistance and care in each case.

RESPONSIBILITIES

- Be the first point of contact for all phone calls after hours and at weekends, always ensure that our Guest experience isn't compromised. (This will include weekend duty and public holiday support).
- Monitor and respond to messages and incoming calls to the emergency line ensuring our customer service always remains at the best level.
- Respond to all types of customer emergencies, whether travel or medical-related and resolve them by taking ownership of enquiries and ensuring that you bring the correct partners on board to assist. See the assistance required to the end whereby all required services have been delivered and the guests or clients have been looked after.
- Keep a record of customer emergencies to ensure accurate reporting.
- Manage customer complaints, escalating more complex complaints to the Reservations Manager.
- Manage folders and deal with all enquiries/ bookings accordingly.
- Deal with incoming queries for all after-hours matters
- Managing the customer experience by setting clear expectations and communicating clearly
- Promote and maintain excellent customer relationships, adopting a customer-focused approach

INTERACTION LEVELS

Other Safari Designers, Trade, Tour Operators, Booking channels, Res Manager, Camps, Country MD's, Operational managers.

Any other service-related initiatives are required to ensure that we offer the highest touch service to our clients.

PERSONAL ABILITIES

- Excellent interpersonal skills.
- Leadership ability and ability to stay calm in difficult situations
- Identify trends and respond accordingly with recommendations
- Team worker with the ability to interface (and motivate) with various 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 eight to ten years of experience in a Reservations environment
- Proven experience working in Tourplan
- Demonstrated experience in implementing new processes and systems in the Reservations space
- A clear understanding of the Tourism industry

If you believe you meet the requirements for this position, please email your CV with an application letter to opportunities@greatplainsconservation.com