

EMPLOYMENT OPPORTUNITY

RESERVATIONS MANAGER: USA DEPARTMENT



JOB TITLE:	RESERVATIONS MANAGER
LEVEL:	MIDDLE MANAGEMENT
REPORTS TO:	HEAD OF RESERVATIONS
DEPARTMENT:	RESERVATIONS: USA
LOCATION:	SOUTH AFRICA

PURPOSE STATEMENT

To manage the overall reservations service performance within Great Plains Conservation for the relevant Team. Working in collaboration with the Chief Commercial Officer and Head of Reservations to ensure a positive reservations experience for all our clients in line with the business goals. The incumbent is specifically accountable for the performance and leadership of the Reservations team applicable within the business.

RESPONSIBILITIES

- Implementing new systems/processes within reservations to continuously improve business effectiveness and efficiency while striving for innovation, flexibility, and integration with technology.
- To drive delivery service and response times, and to make each booking count with accurate quotes
- Provide team guidance on detailed itinerary planning and inspire positive action.
- Monitor any inconsistencies in bookings assist in reconciling.
- Manage agent complaints and feedback where applicable.
- Work closely with the Debtors team to ensure all funds are collected timeously.
- Make sure that the Safari Designers use the Tourplan efficiently to perform accurately and with fast turnaround times, whilst being an expert on the systems as well.
- Use different reports including Productivity report to analyse productivity within the team
- Identify training and/or upskilling where required.
- Contribute to strategic business planning to develop and grow our agents.
- Offer first line assistance to the Safari Designers, allocate agent accounts and be aware of capacity and general level of activity within the team.
- Arrange and handle Staff educationals to the various Regions
- Develop and mentor staff's talent to their full potential through performance development programs.
- Manage teams leave and their performance.
- Working with the Product Team to ensure Safari Designers have the applicable product knowledge on Third Party Suppliers
- Work with the Admin Team to ensure accurate documentation at all times
- General Reservations and Administration functions

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.

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MINIMUM REQUIREMENTS

- Tertiary qualification in Travel and Tourism or relevant.
- Minimum of 5-7 years of experience in leading and managing Reservations Team
- Knowledge of Tourplan- Proven leadership and Management Skills
- Excellent written and verbal communication skills.
- Strong organizational and time-management skills.

Interested applicants should email a cover letter and updated CV to the below listed email addresses.

The subject heading of the email should be written as: **Reservations Manager - USA.**

To: refiloe@greatplainsconservation.com