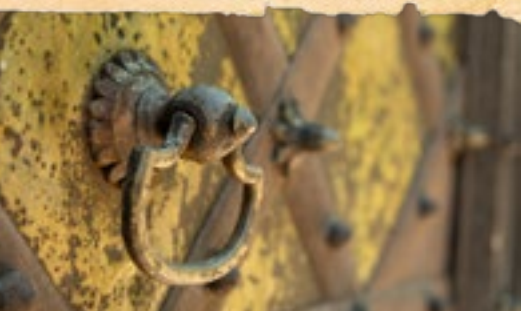


EMPLOYMENT OPPORTUNITY

CONCIERGE SPECIALIST



JOB TITLE:	CONCIERGE SPECIALIST
DEPARTMENT	AFTER HOURS AND CONCIERGE DEPARTMENT
LOCATION:	SOUTH AFRICA AND KENYA, NAIROBI
FUNCTION:	CONCIERGE
REPORTS TO:	AFTER HOURS AND RESERVATIONS MANAGER

PURPOSE STATEMENT

The purpose of this role is to ensure a seamless concierge service for our guests once they arrive in Africa and during their entire safari visit.

ROLES AND RESPONSIBILITIES

- Manage a dedicated concierge service for Great Plains guests from 08h00 – 17h00 via whatsapp
- Create a Whatsapp group between the primary traveler, the agent and the GPC After Hours service to welcome and check in on guests throughout their stay and work with the After Hours team on any issues that arise
- Welcome guests to Africa prior to arrival and remind them to reach out with any questions/issues that should arise during their travels.
- Following the welcome message, check in with the guests each time they move to a different property reminding them of transfer/flight times etc where applicable
- Handle queries/concerns in conjunction with our After Hours team
- Develop relationships with camp staff and regional managers for quick answers to queries and assistance where necessary.
- Develop personal relationships with agents to ensure top quality concierge service as per the GPC strategy.

REQUIRED QUALIFICATION:

- Matric
- Tertiary qualification in Travel and Tourism or equivalent
- Computer Knowledge

REQUIRED SKILLS AND EXPERIENCE:

- Minimum 5 years experience in the travel industry
- Proven customer relations ability, with a strong focus on customer service
- Excellent English verbal and written communication skills
- Ability to deal with agents and guests in a professional and courteous manner, conversing telephonically and via Whatsapp is an absolute requirement
- Above-average computer literacy
- Knowledge of East Africa as well as Indian Island destinations.
- Ability to work under pressure
- Ability to work independently, and as part of a team
- Flexible working hours as required by the position

EMPLOYMENT OPPORTUNITY

CONCIERGE SPECIALIST



PERSONAL ATTRIBUTES

- Easy going whilst being competitive
- Dynamic
- Performance driven
- Excellent interpersonal skills
- Excellent communication skills
- Ability to take and follow instruction
- High attention to detail
- Empathetic to guest needs
- Participate in sharing of ideas to improve upon offerings would be valuable.

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: **Concierge Specialist**

To: refiloe@greatplainsconservation.com

The remuneration package will be offered according to experience and qualifications of the successful candidate.
We do not accept hand deliveries.

Closing Date: **25th of September 2026**

PLEASE NOTE, DUE TO THE HIGH VOLUMES OF APPLICATIONS ONLY THOSE WHO ARE SHORTLISTED WILL BE CONTACTED