

Vacancy at N/a'an Ku Se Wildlife Experience – HQ

An exciting and challenging opportunity is available for a **CRO Volunteer Reservationist** to join our team. The successful incumbent will be based at the N/a'an Ku Sê Head Office, 2 Chapman Street, Klein Windhoek

Overview

The CRO Volunteer Reservationist is responsible for handling all volunteer reservation enquiries and bookings for N/a'an ku sê projects. The role ensures personalised service, clear communication, and efficient processing of all bookings. This position plays a key role in connecting volunteers with the various Naankuse project locations, ensuring a smooth and engaging reservation experience.

Main Responsibilities (but not limited to):

Reservation Management

- Process all incoming reservation requests accurately and efficiently in line with established policies and procedures.
- Maintain up-to-date and accurate volunteer booking records within the reservation system.
- Record and manage volunteer details, special requests, and preferences.

Volunteer Engagement & Communication

- Provide comprehensive and tailored information about N/a'an ku sê's various volunteer projects.
- Offer personalised assistance and respond to volunteer queries and special requests professionally and promptly.
- Ensure clear and effective communication between volunteers and the relevant project locations.

Itinerary Building & Group Bookings

- Build custom itineraries for individual and group volunteer experiences.
- Assist in managing group bookings, ensuring all logistics are well coordinated.

Booking Software & Documentation Management

- Use reservation software effectively and identify opportunities for process improvements.
- Maintain updated and accurate project documentation including rate sheets and information packs.

Sales & Upselling

- Identify and promote upselling opportunities (e.g., extended stays, visits to other Naankuse project locations, or additional services).
- Apply persuasive communication to highlight unique offerings of the Naankuse Group's volunteering experiences.
- Ensure consistent service standards across all CRO booking processes.

Front of House Support

- Assist the Volunteer Bookings Manager with Front of House duties at the N/a'an ku sê Wildlife Sanctuary during scheduled weekend rotation shifts. Assist the Volunteer Bookings Manager with Front of House duties at the N/a'an ku sê Wildlife Sanctuary during scheduled weekend rotation shifts.

Additional Requirements

- Weekend duty required on a rotation basis at the N/a'an ku sê Wildlife Sanctuary.
- Overtime may be required, depending on operational needs.
- Willingness to assist with other ad hoc projects as needed.

www.naankuse.com

N/a'an ku sê Lodge & Wildlife Sanctuary | Utopia Boutique Hotel | Bush Camp | Neuras Wine and Wildlife Estate | Kanaan Desert Retreat | TimBila Safari Lodge
TimBila Private Villa | TimBila Camp Namibia | TimBila Farmstead | Harnas Guest Farm | Rooster & Co. Restaurant | Lianshulu | Susuwe

Change Makers for Sustainable Good In Africa

Directors: Dr. Rudie van Vuuren / Marlice van Vuuren / Jan Verburg / Jannes Brandt

- Must adhere to all company policies, procedures, and service standards.

Desired Attributes

- Exceptional communication and interpersonal skills
- Attention to detail and accuracy in data entry
- Proactive and service-oriented mindset
- Ability to multitask in a dynamic environment
- Strong knowledge of reservation systems (training will be provided if necessary)

Remuneration:

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

Closing date for applications: 27 June 2025

To apply for this position, please follow the link: <https://forms.cloud.microsoft/Pages/ResponsePage.aspx?id=-dsQrWMsmEqcQL9FJuzd0u6Bc88Ev5pDq2y8szQaDrpUOFpGQzdTV1k2NVpLRTJISDNDWTBfN0RRVy4u>

Please note that we are an eco-friendly and paperless company, therefore hand-delivered CVs will not be accepted.

Only short-listed candidates will be contacted