



VACANCY: RESERVATIONS MANAGER

We are looking for a Reservations Manager to join our tribe at **ultimate.earth**, previously known as **Ultimate Safaris**.

This position will be responsible for the overall efficient and effective operations of the department, through leading and managing the reservations team. The position is Windhoek based at our headquarters.

Responsibilities include but are not limited to:

- Manage, lead, supervise and motivate the reservation department through goal setting and effective performance reviews.
- Respond to inquiries and booking requests promptly, professionally and in accordance with company standards in peak booking season or with complex requests.
- Monitor and manage occupancy levels, yield management and pricing strategies to maximize revenue.
- Prepare monthly and quarterly reports for **ultimate.earth** product revenue, growth and profitability.
- Investigate guest queries with the Operations Team and Inbound Marketing Team to offer accurate feedback to the agents.
- Work closely with operations and the lodge tribe to ensure accurate guest information and special requests.
- Maintain and Manage the company profile on various web based OTA's and online platforms.
- Maintain strong business partnerships with existing Trade Partners.

Requirements:

- Must be a Namibian citizen or permanent resident.
- Driver's license B.
- Diploma in the Tourism and Hospitality, Business Administration or similar with a minimum of 5 years' experience in a management role.
- Must have excellent knowledge of MS programs, Tourplan, TMIS and HQ or similar.
- Effective communication in written and verbal in English
- Ability to effectively resolve or facilitate queries, ensuring valuable customer relations management.
- Strong ethics and reliability, with the ability to work under pressure while managing high booking volumes.
- Outstanding organizational and time-management abilities.

Packages:

- Market related salaries which includes
 - Medical aid contributions
 - Pension contributions
 - Long Service Awards (14th Cheques)
 - Performance based annual bonus (13th Cheques)

Send your CV, application letter and references to hr@ultimate.earth Only short-listed candidates will be contacted.
Closing date: **27 May 2026**.