ONGAVA

Career Opportunity

JOB TITLE: BOUTIQUE SALES ASSISTANT
DEPARTMENT: TOURISM

The Boutique Sales Assistant supports the day-to-day operations of the lodge retail boutique by delivering excellent guest service, assisting with sales, maintaining stock levels, and ensuring the boutique is well-presented. This role contributes to revenue generation and enhances the overall guest experience through personalized service and product knowledge.

Location: Ongava Game Reserve
Reports To: Lodge Manager
Employment Type: Full-time

The responsibilities of this position include but are not limited to the following:

Duties and Responsibilities:

- Assist with daily boutique operations to ensure smooth functioning
- Ensure displays are neat and aligned with brand standards
- Assist in achieving sales targets through proactive selling
- Engage with guests, offering product knowledge and recommendations
- Promote products to enhance guest satisfaction and spending
- Deliver friendly, professional, and personalized service
- Respond to guest queries and resolve basic issues promptly
- Create a welcoming retail environment for all guests
- Assist with stock receiving, unpacking, and pricing
- Support stock counts and inventory control processes
- Operate point-of-sale (POS) systems accurately
- Process transactions including cash and card payments
- Assist with daily sales reconciliation
- Participate in training on products, sales techniques, and service standards
- Follow any other reasonable instruction provided by person in authority

Requirements:

- Matric or equivalent required
- Previous retail or customer service experience advantageous
- Experience in hospitality or lodge environment beneficial
- Basic knowledge of POS systems advantageous
- Clean police record

How to Apply:

Interested candidates who meet the above application criteria are requested to apply for this vacancy by sending an updated CV, motivational letter, qualifications to apply@ongava.com

Closing date: 11 November 2026 (only shortlisted candidates shall be contacted)
For any enquiries, please contact +264 (0) 83 370 9775
Ongava Game Reserve (Pty) Ltd is an Equal Opportunity Employer.