

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

An exciting and challenging opportunity is available for a **Group Reservations Manager** to join our team.

Location: Head Office, 02 Chapman Street, Klein Windhoek, Windhoek.

Closing date: 03 July 2026

POSITION OVERVIEW

The Group Reservations Manager is responsible for overseeing and managing all group booking activities across the organisation's hospitality operations. This role ensures a seamless reservations process from initial enquiry through to final confirmation, while optimising occupancy, revenue, and customer satisfaction. The incumbent will lead the reservations function, coordinate with internal departments, and maintain strong relationships with external partners such as travel agents and tour operators.

KEY RESPONSIBILITIES

- Oversee and manage all group reservations across multiple properties or business units.
- Handle group booking enquiries, prepare quotations, and process confirmations, amendments, and cancellations accurately and timeously.
- Ensure all reservations are correctly captured and maintained in the reservations system in line with company policies and rate structures.
- Coordinate closely with Sales, Front Office, Revenue Management, and Operations teams to ensure smooth execution of group bookings.
- Monitor group allocations, occupancy levels, and booking trends to maximise revenue and efficiency.
- Manage and optimise the organisation's booking systems to ensure accurate data integrity, system efficiency, and seamless user experience across all properties. This includes overseeing system configurations, rate loading, availability controls, and channel connectivity, as well as identifying and implementing operational improvements to streamline reservation workflows, reduce manual processes, and enhance overall productivity.
- Oversee and manage all Voluntourism bookings across the organization. Responsibilities include processing applications and confirmations, coordinating arrival and departure logistics, managing programme schedules in alignment with operational requirements, and ensuring a high standard of communication and experience throughout the volunteer journey.
- Build and maintain strong relationships with travel agents, tour operators, and key stakeholders.
- Prepare and submit regular reports on group bookings, pick-up trends, revenue performance, and forecasts.
- Ensure compliance with contract terms, payment schedules, and special booking requirements.
- Supervise, train, and support the reservations team, including performance management and staff development.
- Develop, implement, and maintain standard operating procedures to enhance efficiency and service delivery.
- Manage escalated queries, issues, or complaints and ensure prompt resolution.
- Collaborate with relevant departments on budgeting and forecasting processes.
- Stay updated on industry trends, market conditions, and competitor activity.

QUALIFICATIONS AND REQUIREMENTS

- Bachelor's degree or diploma in Hospitality Management, Tourism, Business Administration, or a related field.
- Minimum of 3–5 years' experience in reservations, front office, or hospitality operations.
- At least 2 years' experience in a supervisory or managerial role.
- Strong knowledge of hotel reservation systems and booking platforms.
- Experience managing high volumes of bookings or multi-property operations.
- Proficiency in Microsoft Office (particularly Excel, Word, and Outlook).
- Knowledge of reservation systems such as NightsBridge, Semper, or Opera will be an advantage.
- Valid driver's licence.

SKILLS AND COMPETENCIES

- Strong organisational and administrative skills with keen attention to detail.
- Excellent leadership and people management capabilities.
- Strong communication and interpersonal skills, with the ability to build and maintain relationships.
- Analytical mindset with the ability to interpret booking patterns and revenue data.
- Ability to work under pressure and meet tight deadlines in a fast-paced environment.
- Customer-centric with a commitment to delivering exceptional service.
- Problem-solving ability and sound decision-making skills.
- High level of professionalism, integrity, and accountability.
- Adaptability and flexibility in a dynamic working environment.

WHAT WE OFFER

- Competitive salary package aligned with qualifications and experience
- Opportunity to represent diverse, purpose driven brands making a real difference
- Access to the N/a'an ku sê Medical Aid Group (employee contribution)
- Dynamic work environment supporting conservation and community development
- Professional growth opportunities across multiple business sectors

APPLICATION PROCESS

Applications must be submitted via our online portal.

[Vacancy at N/a'an ku sê Wildlife Experience - Group Reservations Manager – Fill out form](#)



N/a'an ku sê is eco-friendly and paperless: Hand-delivered CVs will not be accepted
Only short-listed candidates will be contacted.



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

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