



JOB DESCRIPTION

Reservations Manager (Key Account)

Job Purpose:

The primary objective is to serve as the sales driver and main point of contact for key accounts, while also taking charge of leading, motivating, and training the Reservations Team. It is crucial to ensure that all operations within Private Safaris business units are efficient and profitable, with a focus on alignment and streamlining across departments and business units. Additionally, the goal is to establish an environment that fosters smooth and effective workflows, ultimately delivering exceptional service and customer-centric experiences.

Key Responsibilities:

Sales

- Maintain excellent customer/client relationships.
- Gather and provide agent feedback with regard to sales and product needs.
- Use knowledge to guide the team on the customer journey and be the expert.
- Deliver on or exceed sales targets as per business expectations.
- Investigate and understand the customers and operators' business requirements.

Reservations

- Monitor the quoting and operational accuracy of the team. Ensuring operational excellence.
- Monitor workload distribution and, in cooperation with the HOD, plan staff accordingly.
- Oversee quotation checks and conduct spot checks, as well as create cost and margin awareness.
- Guide the team to achieve goals such as the agent's Service Level Agreement, deadlines and sales targets.
- Process, analyse, and action upon the turnaround time and workload reports.
- Support improvement of staff Best Practices expertise on the use of Systems. Implementation of Best Practices and support the team to gain expertise and knowledge on current systems and process optimisation.
- Maintain high levels of quality and drive profitability through margin control, sales training, use of barter/override agreements and encouraging the team to upsell.
- Improve the quality of service/products by communicating customer feedback with relevant teams/departments.
- Ensure the team utilises the product shelf as set out by the Product Team.
- Assist consultants with all queries on complaints received.

Human Resources

- Plan, in cooperation with the HOD, the number of Destination Specialists needed. Define the specific requirements for each post, create job descriptions, initialise the recruiting process, and participate in interviews.
- Keep records on any kind of leave / off days / additional days worked.
- Build up and maintain a high level of motivation and team spirit. Be approachable and supportive to your staff.
- Ensure open communication and information policy and have regular meetings with your staff.
- Establish clear staff targets, conduct annual performance appraisals, and participate in disciplinary procedures.
- Develop and support the staff. Ensure proper training for new staff in coordination with HR.
- Maximise the available staff force by cross-training consultants.

Financial

- Ensure correct and timeous invoicing and collection.
- Ensure Reservation Team is following the processes as outlined in terms of invoices, Papertrail, etc.
- Assist the team to resolve account queries.
- Demonstrate an understanding of the concepts of cost, profit, Nett and gross selling prices.

Additional Responsibilities:

- Know the customer product shelf as well as the Private Safaris priorities around sales/product.
- Be aware of our competitors' products.
- Occasional Educationals/Familiarisation travel in Southern Africa. Report back and provide team training.
- Demonstrate excellent communication skills and customer care.
- Support and give input to the Management decision making process.
- Confidentiality implied unless explicitly told otherwise.

Sundry Areas:

It is expected of all employees to perform not only the tasks mentioned in the job description, but also directly allocated or extraordinary tasks that could arise.