

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

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

Overview

The CRO Leisure Reservations Consultant plays a key role in ensuring a seamless booking experience for guests across the Naankuse Collection. This position serves as the first point of contact for guests, travel agents, and partners, providing accurate information, processing reservations, and delivering exceptional customer service. The role requires a strong balance between administrative accuracy, product knowledge, and customer-focused communication. The consultant contributes directly to guest satisfaction, revenue generation, and the professional image of the Naankuse brand.

Main Responsibilities (but not limited to):

- Answer incoming calls, emails, and online requests for accommodation reservations in a timely and professional manner.
- Assist guests by booking accommodation and providing detailed information on room types, rates, amenities, packages, and availability.
- Maintain an up-to-date understanding of current rates, promotions, and special packages to maximise upselling and cross-selling opportunities.
- Accurately capture, update, and modify reservation details within the Property Management System (PMS).
- Process cancellations, amendments, and no-shows in accordance with established policies.
- Coordinate closely with the front desk, sales, operations, and revenue management teams to ensure reservation accuracy and optimal guest satisfaction.
- Handle and relay special requests to relevant departments, ensuring that guest needs are communicated effectively.
- Resolve or escalate reservation-related guest complaints or concerns.
- Maintain comprehensive knowledge of Naankuse policies, amenities, services, and surrounding area attractions.
- Comply with all company guidelines on data protection, confidentiality, and secure handling of guest information.

Job requirements and skills:

Education & Qualifications

- Minimum: Matric

Experience

- Minimum: 2–3 years' experience in a reservations or hospitality-related role.
- Preferred: Experience as a Leisure Reservations Consultant or similar function.

Technical Skills

- Proficiency in hotel booking systems (Semper preferred; other PMS platforms acceptable).
- Familiarity with Online Travel Agency (OTA) platforms.
- Microsoft Office proficiency (Word, Excel, Outlook).
- Accurate data entry and strong email management.
- Understanding of room types, rates, packages, promotions, cancellation policies, and payment terms.
- Competence in upselling, cross-selling, and handling group enquiries.

www.naankuse.com

- Basic troubleshooting of booking errors.
- Understanding of online booking platforms.
- Strong telephone etiquette.

Soft Skills & Competencies

- Clear and professional verbal and written communication.
- Active listening and strong customer service orientation.
- High attention to detail and accuracy.
- Team player with strong collaboration skills.
- Positive attitude and strong interpersonal skills.
- Adaptability, flexibility, and ability to work under pressure.
- Reliability and punctuality.

Work Environment & Conditions:

- Office-based position at the Naankuse Head Office in Windhoek.
- Standard office hours; may require flexibility based on operational needs.

Remuneration:

- A competitive salary package aligned with experience and qualifications
- Membership of the N/a'an ku sê Medical Aid Group (at own cost)

Closing date for applications: 05 March 2026

To apply for this position, please follow the link or scan the QR code:

[Vacancy at N/a'an ku sê Wildlife Experience - CRO Leisure Reservations Consultant - HQ – Fill out form](#)



Please note:

We are an eco-friendly and paperless company; therefore, hand-delivered CVs will not be accepted.

Only short-listed candidates will be contacted.