



## **Time + Tide Reservations Manager Role**

**Location:** Cape Town, South Africa

### **Purpose**

The purpose of the Reservations Manager is to manage the reservations department and Travel Designers in developing a high touch Travel Desk with related technology, systems and processes to deliver a world class and efficient service to all clients, partners and channels.

Reporting to the CEO.

### **Roles + Responsibilities**

#### **Key accountabilities and deliverables**

- Manage the reservations department and Travel Designers
- Manage the Reservations systems and technology platforms
- Establish, manage and evolve the relationships with the various trade partners and channels
- Develop and manage a high touch Travel Desk
- Grow and drive business through both the B2B and B2C channels
- Management of all HR, administrative and financial requirements in the Reservations department and Travel Desk
- Rates, content, and documentation Management
- Revenue growth and yield management

## **Knowledge**

- Experience and knowledge of all reservations, tour operating, relationship management, HR, administrative and financial aspects of a reservations department or travel desk in the tourism industry in Africa
- At least 2-3 years' experience in a similar leadership position
- Product and regional knowledge of Zambia, Madagascar, South Africa an advantage

## **Skills and Abilities**

- Good leadership skills
- Flexible
- Ability to work independently or in a team
- Good communication skills
- Deadline driven
- Analytical
- Detail and service orientated
- Knowledge of ResRequest, HubSpot & QuickBooks,
- Fully computer literate & advanced Excel skills