

RESERVATIONS COORDINATOR

Full-time / 45 hours per week / LIONSROCK, Bethlehem, South Africa

FOUR PAWS is the global animal welfare organisation for animals under direct human influence, which reveals suffering, rescues animals in need and protects them. Find out more about our sustainable campaigns and projects on www.four-paws.org.

Your contribution will be

- Seamless coordination and efficiency of the reservation process for LIONSROCK Lodge, from initial inquiry to check-out, ensuring smooth guest interactions, accurate billing, and effective troubleshooting.
- Maximizing and enhancing online visibility, booking conversion and online presence across OTAs and other online platforms, ensuring competitive listings, and using data-driven insights to drive bookings and increase visibility.
- Creating personalized guest experiences by leveraging CRM tools to tailor offers, foster loyalty, and ensure exceptional communication throughout the booking and stay process
- Effectively managing dynamic pricing and implementing revenue optimization strategies that maximize profitability through careful market analysis and real-time rate adjustments.

Your profile ideally illustrates

- Three years' experience in a similar role, within a hotel/ lodge setting. Hands-on experience in a front-line customer service position
- Expertise in using hotel management and reservations systems (e.g., Semper, Opera, or other industry-standard platforms), and proficiency in managing multiple booking channels (OTAs, direct website, phone/email).IT / technical skills
- Demonstrated experience in dynamic pricing, rate management, optimizing revenue, ability to analyse booking data, identify trends, and use analytics to inform pricing, promotions, and suggest strategies to increase revenue and maximize occupancy.
- Proven track record managing the listings on OTAs (Booking.com, Expedia, etc.), ensuring accurate and competitive rates, optimizing listings, and responding to guest reviews and inquiries. Travel agent and corporate agreements and other documentation.
- Hospitality marketing, and digital marketing understanding would be advantages to suggest ways of enhancing visibility, seasonal promotions, campaigns to increase bookings and online visibility
- Exceptional Guest Service, communication Skills and collaborative team mindset, Adaptability to Technological Trends
- Analytical skills and reporting, calm demeanour in handling last minute changes, cancellations, disruptions e.g. weather, proactive problem solving

Our offer includes

- The opportunity to truly contribute to global animal welfare
- A multinational team with the spirit of being ONE FOUR PAWS
- An eLearning onboarding platform
- A modern leadership culture and promotion of training measures
- A dynamic and pleasant working environment in a motivated team

Animal Welfare.
Worldwide.



Suitable candidates are invited to email a motivation letter highlighting your suitability to the role, a CV in **Word** format and contact details of three work related referees to rudayba@maraisbutton.co.za

Closing date for applications: **Sunday 23rd March 2025.**