



VACANCY ANNOUNCEMENT

28th March 2019.

The Organization:

The OI Pejeta Conservancy (OPC) – a leading wildlife conservancy that works to conserve wildlife, provides a sanctuary for great apes and to generate income through wildlife tourism and complementary enterprises for re-investment in conservation and community development is seeking applicants in the positions below:-

1. SALES AND RESERVATIONS AGENT – (1 Position)

Role Summary

Reporting to the Head of Sales, Reservations & Gates Unit and working together with the entire Sales, Reservations & Gates team this role will assist the Tourism, Sales & Marketing Department with the creation of a world-class integrated OI Pejeta visitor experience by generating, managing and reporting sales and reservations with the intention to make OPC a year-round local and international tourism destination and to ensure that visitors take the time to experience everything OPC has to offer.

Specific duties will include:-

- Support the department in ensuring maximum yield of all potential clients by selling and booking OI Pejeta Escapes, OI Pejeta accommodation and experiences and services
- Promptly and professionally respond to all enquiry emails and other enquiry avenues to close sales or forward to the concerned parties
- Courteously and professionally answer Office phone(s) and ensure follow up is done where necessary to close sales
- Provide timely, accurate and advice to guests to ensure they have all required information needed to book and/or visit the conservancy
- Generate, manage and report sales and bookings (Direct clients and local/international tour operators) including the handling of any special requirements, quotations and administering payments in respect of:
 - All OPC run properties – Stables, Pelican House and campsites
 - All properties and services under OI Pejeta Escapes
 - All OI Pejeta Conservancy Conservation experiences
 - Conservancy entry fees
 - School bookings
- Secure all 3rd party services required to complete bookings including but not limited to ground transfers, vehicle hire as well as scheduled and charters flights
- Handle and creatively advise on the structure and organization of complex itineraries using initiative and offering solutions in case of no availability
- Ensure collection of advance payments for bookings by strengthening the use of Company policy regarding bookings
- Chart bookings correctly on OPC's booking management system and Process cancellations and amendments following laid down procedures
- Handle reconciliations for all partner bookings made online and offline and ensure customer accounts are up to date
- Conduct sales calls, expos and training presentations for Conservation experiences and accommodation services provided on OI Pejeta as and when required including on ground hosting of FAM trips
- Act as back up and support on all departmental functions
- Assist with general office management and shared responsibility of duty phone Maintain correct Departmental procedures and systems

- Maintain good relations with all customers, Tourism Partners and suppliers and assist in keeping all operators on OPC informed of rules and regulations on an ongoing basis.
- Any other related roles assigned to you to support OPC's Vision and Mission.

Candidate Profile, desired skill and experience

The desired candidate must have the following:-

- **Qualifications:** Diploma in Tourism or Business related course, with a high standard of verbal and written English.
- **Experience:** Minimum of 5 years' experience in tourism sales, bookings and reservations
- **Key skills and qualities:** Be a team player, presentable and confident, organized, self-driven and thorough. An Excellent communicator, able to demonstrate initiative, work independently and have exceptional operation and organizational skills.

3. TOURISM ADMINISTRATION CLERK – (1 Position)

Role summary

Reporting to the Head of Tourism, Sales & Marketing whilst working closely with the departments Unit heads (Sales, reservation & gates; Field operations; Marketing) this role will support the department in ensuring operations and all administrative work in the department is executed smoothly.

Specific duties will include:-

- Handle the approved or relevant paperwork and ensure its filled appropriately
- Ensure the gates have all materials that they require to execute their tasks
- Ensure the musterroll has been filled daily and all have been accounted for
- Ensure all staff proceeding on leave /off have been applied through the HRM system and approved
- Ensure the office is always organized and what is needed can be found easily
- Keep the Unit's & Department's calendars and ensure we don't miss out on timelines by coordinating internal events
- Be the custodian of office stationery, receipt books, all sales materials and place orders when necessary
- Ensure completion and follow up of all items or work repair jobs procured by the unit
- Taking minutes in all unit or departmental meetings
- Putting together all required sales materials required for events or distribution
- Ensure safe and proper storage of all returned aged receipt books for future necessary use
- Act as back up and support all departmental functions including shared responsibility of office phone
- Be the dependable liaison between the unit and logistics, procurement and gates
- Any other related roles assigned to you to support OPC's Vision and Mission

Candidate Profile, desired skill and experience

The desired candidate must have the following:-

- **Qualifications:** Diploma in Tourism or Business related course, with a high standard of verbal and written English.
- **Experience:** Minimum of 2 years' experience in tourism sales, bookings and reservations and/or marketing
- **Key skills and qualities:** Be a team player, presentable and confident, organized, self-driven and thorough. An Excellent communicator, able to demonstrate initiative, work independently and have exceptional operation and organizational skills.

3. GATE KEEPER – (1 Position)

Role Summary:

Reporting to the Senior Supervisor-Gates, the Gate Keepers key objective is to ensure smooth and efficient entry and exit of all staff and visitors whilst ensuring no unlawful and unauthorized entry into OPC by any persons. Duties also extend to welcoming and handling all visitor needs, whilst propagating the mission and objectives of OPC with informative knowledge of activities available and correct conservation messaging.

Specific duties will include:

- The reception and handling of clients in an enthusiastic, confident, helpful and compassionate manner while ensuring that their needs are met on the ground

- Maintain a high degree of discipline, professional and personal conduct including being properly dressed in appropriate uniform, ensuring the orderly organization of vehicle and visitor traffic. Prepare to be flexible and pro-active depending on visitor requirements and ensure that their needs on the ground are met.
- Ensure appropriate signing of electronic gate apps and indemnity forms as well as the proper distribution and briefings on OPC code of conduct.
- Maintain a high degree of confidentiality within and outside the conservancy at all times and report to management any vital information that may potentially lead to any loss, damage and theft of any OPC property or to the neighboring community.
- Provide visitors with any additional information with regards other available activities on OI Pejeta Conservancy and offer any useful local information that may add value to their visit and ensure that your attitude and behavior towards visitors positively contributes to OPC's work to generate income through wildlife tourism.
- Ensure that Emptying of dustbins regularly and disposing off the waste according to set standards and ensure that the gate area is kept clean, hygienic and presentable at all times.
- Ensure proper procedures are followed with regards Health and Safety reporting to the Tourism Office any issues that require attention so as to ensure a safe environment for clients. In the event of any emergency, aid visitors and evacuate the area following proper procedures.
- Utilize facilities, tools and equipment required for the daily activities in an efficient and effective manner and reporting to the Tourism Field Officer of any problems.
- Maintain good relations with all customers, Tourism Partners and suppliers.
- Avail and participate in all guiding services and training as required and enforce zoning as and when requested.
- Any other related roles assigned to you to support OPC's Vision and Mission.

The Person:

To be successful in this role, applicants should meet the following criteria

- Minimum Qualification: KCSE Certificate
- Experience: Minimum of 2 years of relevant experience working in customer care role or as a tourism guide
- Key skills and qualities: Good communicator, confident, presentable and a good team player. Good knowledge in written and spoken English and Kiswahili.

Any person who wishes to be considered for this position is requested to submit their application letters together with copies of relevant certificates, testimonials/references and any valid professional licenses to the **Head of Human Capital** by **Wednesday, 10th April 2019**.

This job may also be viewed on the OPC website: <https://www.olpejetaconservancy.org/get-involved/vacancies/> .

Our contacts are:

OI Pejeta Conservancy
P.O. Box Private Bag,
Nanyuki -10400

Or send an email to jobs@olpejetaconservancy.org with the mail subject as one of the jobs below:-

- **SALES AND RESERVATIONS AGENT**
- **TOURISM ADMINISTRATION CLERK**
- **GATE KEEPER**

NOTE: ONLY SUCCESSFUL CANDIDATES WILL BE CONTACTED

**THE OL PEJETA CONSERVANCY IS AN EQUAL OPPORTUNITY EMPLOYER.
ALL POTENTIAL CANDIDATES ARE ENCOURAGED TO APPLY.**