



Job Vacancy

RESERVATIONS ASSISTANT

Samara Karoo Reserve currently has an opportunity for a RESERVATIONS ASSISTANT, responsible for assisting the Reservations Manager with handling enquiries and organising bookings for Samara's accommodation offerings, with the goal of meeting annual revenue targets.

Samara is a safari business with a purpose – where every guest stay contributes to regenerating 27,000 hectares of Karoo landscape through rewilding and responsible tourism.

The successful candidate will espouse these values, be highly organized and possess excellent communication abilities with a passion for customer service.

About the job

- On-site at the reserve near Graaff-Reinet, Eastern Cape, South Africa (preferred) **OR** off-site (remote working)
- Full-time position
- Remuneration and benefits will be market-related and in accordance with experience and qualifications
- Responsible to Reservations Manager and Head of Marketing & Sales

Key responsibilities and duties

- Assisting the Reservations Manager with managing the reservations process from start to finish in line with Samara's booking terms and conditions and standard operating procedures
- When the Reservations Manager is off-duty, performing a back-up Reservations function
- Daily tasks to include taking phone calls, checking availability, making reservations, booking road transfers and flights for guests, updating inventory management system

Reservations:
P.O. Box 649, Graaff Reinet, 6280
Tel +27 (0)49 940 1111
E-mail: reservations@samara.co.za

Lodge/Reserve:
Petersburg Rd, off R63 to Pearston, near Graaff-Reinet
Tel +27 (0)49 940 0059 / +27 (0)49 891 0880
www.samara.co.za

- Undertaking data management duties including data input, bookings alterations, database management and CRM (customer relationship management) system updates
- Assisting the Reservations Manager with reporting where applicable
- General office and administrative duties related to the smooth running of the reservations office

Requirements – essential

- Matric/NQF Level 4
- 1-3 years of experience in reservations within the hospitality industry
- Excellent written and verbal English
- Attention to detail
- Strong organizational and time management skills
- Ability to work independently and as part of a team
- Willingness to work in a remote, lodge-based setting
- Knowledge of Microsoft Office

Requirements – advantageous

- Knowledge and hands-on experience of PAN Hospitality software
- Customer service experience
- CRM (e.g. Hubspot) proficiency

Should you meet the requirements for this position please apply with your CV (maximum 2 pages) and a covering letter including salary expectation to reservations@samara.co.za.

Couples will be considered where the partner is a qualified field guide or (assistant) lodge manager.

Please note that applicants must be legally entitled to work in South Africa.

Correspondence will be conducted with short listed candidates only. If you have not received any communication from us within 14 days of your application please consider your application unsuccessful.

Samara reserves the right not to make an appointment.

Closing date: 08 August 2025