



RESERVATIONS OFFICER: VACATION ACCOMMODATION (Payclass 08) **Commercial Development (ComDev)** **Properties and services**

The Commercial Development department, a division of the Properties and services at UCT, invites applications from suitably qualified and experienced candidates for this permanent Reservations Officer position, for appointment as soon as possible.

The primary purpose of this position is to actively manage various aspects of guest bookings (e.g. billing, reconciliation of bookings), welcoming guests and driving sales for the department. In addition to this, the incumbent should perform general reception duties for the department during the off-peak period.

Minimum requirements:

- An NQF5 level Hospitality Management Diploma or equivalent qualification
- 3 years relevant experience in the Hospitality industry.
- Understanding of basic bookkeeping.
- Report writing skills, including working on, and analysing data from the booking management system.
- Demonstrable computer literacy with particular proficiency in MS Word, MS Excel and MS Outlook.
- Excellent verbal and written communication skills coupled with sound interpersonal and customer service skills.
- Ability to build and maintain productive work relationships.
- Excellent rapport with clients and strong sense of client focus and service orientation
- Detail orientated and ability to deal promptly with any customer queries
- Knowledge of UCT policies and procedures.
- Excellent time management skills and ability to work well in a high-pressure environment.
- A valid Driver's License.

The following will be advantageous:

- Knowledge and experience in the Hospitality industry.
- Experience and knowledge of the residence system.
- Working knowledge of Mercury booking system or any other property management systems.
- Social Media management and marketing skills.

Responsibilities include but are not limited to:

- Provide outstanding customer service.
- Be hands-on and working as part of a team.
- Availability and flexibility
- Operations Management:
 - Prepare information for booking material
 - Update booking forms and registers
 - Update booklets, posters, flat charts and parking discs
 - Prepare and regularly update residence usage charts for occupancy, meal planner for catering contractor and bedding spreadsheet for linen store manager and laundry service provider.
 - Schedule regular meetings with Residence Facilities staff to discuss residence usage matters
- **Booking Administration and Management:**
 - Attend to individual and group booking enquiries/requests (telephonic, email, walk-ins)
 - Check students' financial eligibility
 - Carefully manage accommodation availability and allocations based on individual requirements of groups.
 - Process bookings on appropriate Mercury booking system & PMS (Student and conference module).
 - Send out relevant documentation (letter of confirmation, payment details etc.)
 - Administer payment of deposits (bank transfer, payment details etc.)
 - Prepare adverts and training manuals for vacation accommodation recruitment process.
 - Other Administrative functions within Commercial Development (i.e., All Africa House etc).
 - Provide feedback and insights on market trends and competitors to management.
- Ad hoc Sales and general HR Admin.
- Orders and Stock Records.

- Reception and General Admin Duties.

The annual remuneration package, including benefits, is between R393 399 and R462 882 depending on experience and qualification.

To apply, please e-mail the below documents in a **single pdf file** to Phelokazi Mbebe at Phelokazi.mbebe@uct.ac.za

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and
- Curriculum Vitae (CV)

Please ensure the position title and reference number are indicated in the subject line.

An application which does not comply with the above requirements will be regarded as incomplete. Only shortlisted candidates will be contacted and may be required to undergo an assessment.

Kindly note that this position is shift based and weekend work would be required. Our peak period is during June and December holiday period.

Telephone: 021 650 1052 **Website:** stayandconnect.uct.ac.za

Reference number: E241024 **Closing date:** 31 October 2024

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UCT reserves the right not to appoint.