

New Position – Reservations department

General Description:

Umfulana is a Tour Operator based in Salt Rock, North Coast, Kwazulu-Natal. We are a Service Provider to a German Company, providing Reservations for German clients who book holidays throughout the world. Our Tasks are very much administrative in nature booking these tours. From time to time there will be a little travel involved to visit locations you book or to the office in Germany.

Overview:

We have a small office where most staff assists in most jobs required to be done. Therefore, the final makeup of the daily tasks may not always remain the same, depending on the requirements associated with the particular countries we book or the assistance we provide to our colleagues who are on leave. From time to time a certain tolerance to change in job tasks is required as the company grows or tasks are rotated within the department. We are looking for an individual with an attention to detail and a passion for service to join our team in the Reservations department.

Outline - Administrative Job - ±90% Time spent on Computer Processing:

- Processing Reservations
- Processing Payments
- Liaison between service providers and Umfulana
- Upkeep of Database information and Rates
- Telephone/Switchboard
- After Hours Telephone assistance for clients (rotational basis)
- Limited Office Related Accounting (from time to time)
- General ad-hoc Office Tasks

Key Requirments/Qualifications:

- German speaking
- Basic Computer knowledge
- Preferably have tourism work experience
- Working in a team

Other details pertaining to Job:

- General working hours are from 8:00 to 4:30 p.m., with half an hour lunch. During Summer months we have some minor exceptions to the work times to accommodate the working hours in Germany.
- We don't work on Public Holidays but in the high season (January to May) there are also minor exceptions.
- After Hours Cell duty: As customers in Southern Africa could call us in emergencies, we rotate a Cell Phone amongst all Staff to provide this service.

If you are interested in a job, to send a CV or need more information, please contact:
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