

POSITION: 2 x RESERVATIONS CLERK

CENTRE: HEAD OFFICE

BAND: B UPPER

Purpose

To effectively render a professional reservation booking service to external clients for destination and accommodation bookings.

Requirements

- Grade 12 or NQF Level 4
- One-year Certificate/Diploma in Travel and Tourism / Marketing or Equivalent
- A minimum of 3 (three) to 5 (five) years' relevant experience training; or,
- Equivalent combination of education and experience
- Computer literate with basic understanding of Pastel.
- Ability to communicate in English.

Key Performance Areas

- **Reservations (CRS):** Make provisional bookings as well as confirming bookings for all and allocated booking numbers. Process walk in bookings, receipting and confirmation of bookings. Process refunds and cancelled bookings.
- **Marketing and product sales:** Provide general, accurate and up-to-date information regarding ECPTA's tourism products in order to close sales.
- **Administration:** File receipts, booking and reservations and bank statements. Maintain and update filing system (refund file, reserve file, staff files, online files, promotions, Researcher file-discount files).
- **Customer Service:** Provide information to clients and to queries about reserves, products and activities. Re-direct reservations around accommodation and other logistical requirements.

In line with the Employment Equity Policy of the Eastern Cape Parks & Tourism Agency, preference will be given to suitable candidates from the designated groups. (Where applicable).

Closing Date: 30th April 2026.

Please forward your application to:

- 1) recruitment2@ecpta.co.za please specify the position you are applying for.
- 2) Please submit a comprehensive CV. Applications received after the closing date and/or those submitted to an address not listed above will not be considered.
- 3) If you do not receive a response within 30 days, please consider your application as unsuccessful.

The ECPTA reserves the right not to fill any advertised position.

