



OI PEJETA CONSERVANCY

VACANCY ANNOUNCEMENT

Monday, 25th March 2024.

CLIENT RELATIONS OFFICER

OI Pejeta Conservancy:

OI Pejeta Conservancy, Laikipia, Kenya, was established in 2004, transforming a 90,000 - acre cattle ranch into a flagship wildlife conservancy. It is home to the largest population of the Critically Endangered eastern black rhino, >40 southern white rhinos and the world's last two northern white rhinos. It is the only place in Kenya to see chimpanzees in a sanctuary established to rehabilitate animals rescued from the black market. It has some of the highest predator densities in Kenya, and still manages a very successful livestock programme. OI Pejeta also supports the people living around its borders, to ensure wildlife conservation translates to better education, healthcare and infrastructure and livelihoods to strengthen wildlife stewardship and conservation outside the conservancy

Are you a visionary and strategic conservation professional with a passion for creation of a world-class integrated OI Pejeta visitor experience by generating, managing and reporting sales and reservations that can make a difference?

Position: **Client Relation Officer.**
Type: **Permanent.**
Reports to: **Senior Officer, Hospitality and Guest Relations.**
Department: **Tourism.**
Location: **Kenya.**
Closing Date: **Monday, 8th April 2024.**

Position Overview

This position will be reporting to the Senior Officer, Hospitality and Guest Relations working together with the entire tourism team whilst liaising with all OPC departmental heads. He or she will assist the Tourism 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.

Key Responsibilities:

1. Sales and Booking Management:
 - Sell and book OI Pejeta Escapes, OPC accommodations, experiences, and services.
 - Respond to inquiries via email and other channels to close sales or redirect as needed.
 - Manage partner accounts, provide training on online booking systems, and ensure compliance with policies.
2. Partner Relationship Management:
 - Cultivate and maintain relationships with partners.
 - Educate partners on products, conduct regular retraining, and collect feedback.
 - Identify and recommend opportunities to increase sales.
3. Office and Operations Support:
 - Assist with office management tasks and provide support across departmental functions.
 - Manning TP desk to provide information and generate sales.
 - Practice inventory management and monitor sales performance for adjustments.
4. Booking Administration and Financial Management:
 - Handle booking administration, including securing third-party services and managing itineraries.

- Ensure collection of advance payments, manage financial accounts for partner accounts, and reconcile bookings.
5. Marketing and Promotion:
 - Develop and host educational experiences.
 - Conduct sales calls, expos, and training presentations.
 - Market tailor-made itineraries and develop partnerships for immersive conservation programs and guest experiences.
 6. Any other related roles assigned to you to support OPC's Vision and Mission.

Qualifications and skills:

- Diploma in Tourism, with a high standard of verbal and written English.
- Additional foreign language is an added advantage.
- Minimum of 5 years' experience in tourism management, bookings and reservations.
- 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.

We offer a competitive salary commensurate with experience, benefits package, and the opportunity to make a lasting impact on Kenya's conservation landscape.

How to Apply:

Interested and qualifying candidates should complete the online application and submit their CV and Application letter only to **jobs@olpejetaconservancy.org** with the words "Client Relation Officer" on the email subject line so as to reach us not later than **Monday, 8th April 2024**.

OI Pejeta Conservancy is an equal opportunity employer. We encourage applications from individuals of all backgrounds who share our commitment to conservation and community empowerment.

Shortlisting shall be on a rolling basis and only the shortlisted shall be contacted.