



## Terms of Reference: Booking (Reservation)&Sales advisor specialist

- Foreseen Start Date: April 2025 or anytime thereafter
- Employed by TRAVELCARPATHIA Ltd.
- Permanent, full-time position
- Based in Brasov or within the geographical area of the CARPATHIA project
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### The CARPATHIA project

The CARPATHIA project is one of the largest and most ambitious conservation projects on the continent. Foundation Conservation Carpathia is a Romanian NGO with a strong focus on developing a new National Park in the Fagaras Mountains and, eventually, strengthen the protected area network of the country and change the country's direction towards sustainability and conservation. Carpathia Agro & Finance (CAF) is the entity that covers all existing economic activities for CARPATHIA (agriculture, [tourism](#))

Conservation needs the support of local communities and, in order to survive, the world's remaining natural landscapes need to prove their economic, social and political case. Consequently, one of FCC's goals is the development of an extensive eco-tourism programme with and for local communities, based on the natural capital of the project area in the Fagaras Mountains. CARPATHIA has developed an eco-tourism programme in the last years (Cobor Biodiversity Farm, a network of wildlife hides, Richita Field Education Centre, Poiana Tamas Wilderness Camp), owns 26,000 ha of forests, and has leased 5 hunting concessions (for wildlife protection) with a total of 78,000 ha. In the next years, FCC will invest significant amounts of money into the further development of the necessary infrastructure for eco-tourism, which is the basis of a National Park with international standards.

### Purpose of the job

The Booking (Reservation)&Sales advisor assists our customers by providing various planning and booking services, including answering customers' questions, making travel suggestions, and booking tourism experience part of the CARPATHIA tourism offer.

### Primary role: Responsibilities:

- Answer and administrate booking requests, keep contact with the potential clients and turn booking requests into reservations.
- Organise logistics around the trips and visits of the various clients, from allocating guides, to making local travel arrangements
- Outings in the field for training and development purposes, for learning and experiencing Travel Carpathia's areas, accommodations, tour routes and other guest-related activities as part of the product-knowledge process
- Assist the Tourism Manager in developing tourism programmes for group travels with specialised agencies, individual clients, university groups, or eco-volunteer groups.



- Contribute to the promotion activities of the CARPATHIA's tourism offer and represent CARPATHIA at tourism fairs and other events, together with the Tourism Manager
- Contribute to the promotion of Carpathia values

### **Specific Focuses:**

- Answering any questions customers might have about the reservation process
- Making reservations for customers based on their various requirements
- Checking the availability of accommodation or transportation on the customers' desired travel dates.
- Selling and promoting reservation services.
- Providing support to customers who may need to amend or cancel a reservation.
- Process payments and send confirmation details to customers
- Sort out any issues that may arise with bookings or reservations
- Keep contact with our guides and organise transfers and logistics for the trips.
- Maintain and update the customer database
- Up-sell, when appropriate, by informing customers of additional services or special packages, such as tour tickets, travel insurance, or other special offers

### **Job requirements**

#### **Education and experience:**

To be successful as a Booking (Reservation)&Sales advisor, you must be able to work with minimal supervision and have excellent customer service skills and have a genuine passion for nature conservation.

- University degree in Tourism, Marketing or other relevant field of study
- 2 - 3 years of experience in tourism, customer service, sales or booking administration roles in the travel & hospitality industry;
- Specific interest in conservation;
- Knowledge of the Romanian tourism business scene and ideally knowledge of the Fagaras area;
- International travel experiences it's a nice to have
- Tourism Licence is welcome
- Knowledge of the German language is a plus, but not mandatory.

#### **Competencies and skills:**

- Strong customer-oriented attitude
- Multi-tasking and time-management skills, with the ability to prioritize tasks
- Very well organised and detail-oriented person
- Team player attitude, committed to achieving results together
- Excellent written and verbal communication skills Romanian and English (German or other foreign languages are welcome – French etc.)
- Proficient in MS Office and other social media and communication tools



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CARPATHIA**  
Captivating encounters

- Availability to travel
- Clean driving license
- Passion for nature and motivated by the CARPATHIA mission

Candidates meeting the requirements please send your CV and the Letter of intent by filling the form below or write us at [jobs@carpathia.org](mailto:jobs@carpathia.org).

Join the Carpathia team!

We carefully analyse the received applications and we will contact only eligible candidates. Thank you!