



Bazaruto Center for Scientific Studies

Bazaruto Center for Scientific Studies (BCSS)

Job Description

Applications Open: 1st May 2025

Position: Bookings Manager & Onsite Coordinator

Hours: Full-time

Location: BCSS Marine Research Station, Benguerra Island, Bazaruto Archipelago, Mozambique

Start: Targeting July or August 2025, with potential for a later start

Salary: Competitive salary based on experience; accommodation & meals when onsite

Nationality: **Mozambican nationals are strongly encouraged to apply and will be given preference**

Direct Reporting to: Communications & Commercial Manager

Dotted Line Reporting to: Station Manager & Chief Scientist



Applications & questions:

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About BCSS

The Bazaruto Center for Scientific Studies (BCSS) is a nonprofit research field station in Mozambique's Bazaruto Archipelago. Operating the region's first permanent Ocean Observatory, BCSS supports ocean conservation, research, and sustainable development through science, education, and community engagement. BCSS is open to local and international researchers, interns, and students.

The Position

BCSS is hiring a **Bookings Manager & Onsite Coordinator** to manage all incoming reservations and coordinate the experience of all guests at the Station — including students, divers, journalists, and research collaborators. This role is central to the smooth running of BCSS programs and daily logistics, helping to transform inquiries into confirmed bookings and ensuring excellent visitor support and coordination on the ground.

You will lead the end-to-end bookings process, host guest inductions and presentations (including for Kisawa Sanctuary), act as the key liaison between visitors and staff, and support the onsite team with logistics and communication. You'll also provide administrative assistance to the Station Lead, and contribute to the implementation of the station's broader communications and marketing strategy.

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Key Responsibilities

- Manage all reservation-related tasks for Scientific Training Program, Dive Master Courses, diving, logistics, press, researchers (liaison with agencies, pre-sale, during-stay, post-departure).
- Respond to inquiries (email, WhatsApp, social media, etc.) within 24–48 hours; work to convert leads into confirmed bookings.
- Act as the primary liaison between guests and the BCSS team to coordinate logistics: visas, transportation, accommodation, meals, activities, and resolving issues.
- Greet and support guests onsite, ensuring smooth transitions throughout their stay by hosting all guest inductions and presentations, including those for visitors from Kisawa. Deliver briefings and educational talks.
- Provide administrative support to the onsite Station Lead, especially related to guest logistics.
- Maintain and update templates, brochures, contracts, visa support letters, indemnities, and other guest-facing documents.
- Oversee reservation master database and digital folders (Dodeca); ensure internal clarity and accuracy.
- Track and follow up on payments; issue invoices, monitor deposits, and maintain financial logs.
- Build and manage a database of educational and travel agents; support business development efforts by supporting marketing and commercial colleagues in sales initiatives and bookings-related promotional work.
- Proactively inform the diving and research teams about upcoming bookings and help manage scheduling clashes.
- Collect guest feedback; manage reviews on TripAdvisor, PADI, Google, and social platforms.
- Generate weekly and monthly reservation reports; contribute statistics for BOD updates.

Qualifications & Skills

- **Required:** Proven experience in reservations, hospitality, or guest services.
- **Preferred:** Experience in marine, diving, or eco-tourism industries.
- Strong administrative and interpersonal skills; attention to detail essential.
- Excellent written and verbal communication skills in English (Portuguese a plus).
- Ability to work independently, under pressure, and in a remote island setting.
- Comfort with Microsoft Office, WhatsApp, email tools, and shared drives.
- High integrity, proactive, independent, and passionate for marine science, conservation and sustainability.

Application Requirements

- Detailed CV
- Cover letter explaining why you are a good fit
- 2–3 references
- Clearly indicate if you are a **Mozambican national**