



NYUNGWE MANAGEMENT COMPANY

NYUNGWE NATIONAL PARK VACANCY ANNOUNCEMENT

Nyungwe Management Company Ltd (NMC Ltd) was created by the management agreement between the Government of Rwanda (through RDB) and African Parks Network, to manage Nyungwe National Park for 20 years starting from October 2020. NMC Ltd is seeking to recruit suitable candidates to fill the post of **Lodge Manager** in Nyungwe National Park for Munazi Lodge. The candidates must be Rwandan, technically skilled with good problem-solving ability, be enthusiastic, motivated, reliable, and able to execute tasks independently.

JOB TITLE: Lodge Manager

RERORTING TO: Commercial Development Manager

Position description

The lodge manager will lead strategic planning, ensuring the successful operation of the lodge. The role encompasses fostering a culture of excellence, diversity, and inclusion among staff, prioritizing exceptional guest experiences, and driving financial goals. His/her leadership extends to community engagement, maintaining strong relationships with local stakeholders, shareholders, and serving as a brand ambassador for Munazi Lodge. He/she will champion sustainability and eco-tourism initiatives, integrating responsible practices into our operations. The aim is to achieve operational excellence, ensure guest satisfaction, promote environmental care, and set a benchmark in the hospitality industry.

Duties and Key responsibilities not exhaustive

- Coordinate the overall performance of the lodge and ensure the compliance to national and African Parks' standards
- Greet and register guests;
- Facilitate staff development;
- Interview and hire applicants or interns;
- Making reservations;
- Evaluate employee performance;
- Maintain operational record;
- Marketing and public relations (Promotions, FAM trips, adverts, etc)
- Monitor facilities or operational systems;
- Train staff members;
- Ensure guest satisfaction;
- Prepare staff schedules or work assignments;
- Resolve customer complaints or problems;



Nyungwe Management Company Ltd – TIN 111945658



Directors: Mr. F. Gatare, Mr. C. Wells, Mrs. J. Sebageni, Mrs. J. Labuschagne, Mr. J. Gruner

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- Ensure security of the lodge
- Collect payments for goods or services
- Coordinate establishment activities
- Develop SOPs for the lodge
- Food and restaurant services
- Hire personnel
- Coordinate housekeeping
- Liaise with contractors and suppliers
- Organizing team rotas

KNOWLEDGE AND SKILLS

Minimum Education and Qualification Required

- Bachelor's Degree (A0) required in a related field, Hospitality Management, Hotel Management, and another related field
- Minimum of 3 years of relevant experience
- Fully proficient in English, with excellent communication and presentation abilities.
- Dedicated to sustainability, environmental care, eco-tourism, and creating unforgettable experiences.
- Proven leadership, organizational, and people skills, along with strategic thinking and excellent presentation abilities. Demonstrated ability to lead effectively, promote positive employee relations, and maintain a harmonious workplace.
- Focused on results, with a commitment to quality guest service and team building. Familiarity with budgeting, forecasting, profit and loss analysis, and a creative and innovative approach.
- Projects a professional demeanor and strategic outlook, highly organized with an entrepreneurial mindset. Engaging, friendly, and charismatic, with a natural ability to connect with guests/colleagues. Performs well on tight deadlines, analyzes and resolves issues, and exercises sound judgment.
- Driving license Category, B at a minimum
- Between 25 and 40 years of age.

Desired Knowledge and skills

- Accounting skills
- Proficiency in French, English and Kinyarwanda languages
- Proficiency in computer skills, including Microsoft Office Suite
- Good interpersonal and multicultural communication skills with all levels of management
- Good analytical and problem-solving skills;
- High level of integrity and anti-corruption attitude

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- Ability to adapt to the park's working environment, and work overtime when needed;
- Exposure of working with a multi-currency set up;

Added advantage

- Rwandan Nationality
- Having worked in a lodging facility in or near a protected area

Note

1. Internal candidates are also allowed to apply
2. Women are encouraged to apply.

Interested candidates should forward their application letter together with all relevant documents to the email address provided below not later than 20th November 2024. The required documents should be submitted in scanned soft copies in pdf format (preferably as one document) on nmc.recruit@africanparks.org. Successful candidate will begin with an immediate effect.

Applications must include the following documents:

- Application cover letter addressed to the Park Manager, stating where you heard about the position and why you should be considered.
- Curriculum vitae including your personal details, education level and any experience.
- Name, address and telephone numbers of three (3) references.
- All the documents should be in one pdf document and named after your name and position, for example: Name, Lodge Manager, 2024.

Please note that only candidates with the needed qualifications and relevant experience will be shortlisted, if you don't hear from us within three weeks after submission deadline, know that you have not been shortlisted.

Done in Nyungwe National Park on 11th November 2024.

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Park Manager & CEO
Nyungwe Management Company

