

## **FIELD OPERATIONS COORDINATOR JOB DESCRIPTION**

### **Our client**

Our client is a leading regional nature tourism company in Eastern Africa, striving to create lasting conservation economies in the areas where we operate. We own and manage high-end safari camps and lodges in Tanzania, Kenya and Zanzibar, with room rates between USD 300 (beach) and USD 950 (flagship lodge) per night. We also provide tailored travel and activity services such as professional safari guides, 3rd-party accommodation, flights and guided game drives and walks. We have offices in Arusha (Tanzania), Nairobi and Cape Town.

Our annual revenues exceed USD 25mn and we employ more than 650 permanent staff. We have the main ingredients for rapid expansion in place and expect to double both our revenues and staff numbers during the next 5 years. The company enjoys the backing of international institutional investors and reputable international banks.

We aspire to become the best-run tourism company in Sub-Saharan Africa and a true cutting edge leader in sustainable tourism, contributing to the conservation of crucial endangered habitat and to the livelihoods of the local people. Our client has been credited with the highest 5-star GIIRS rating as positive impact company and has B-Corp status. We were recently awarded Best for Business in the Global Tourism for Tomorrow Awards, testament to not only our vision and best in class guest experience, but also to the positive impact that we create on the ground where we operate.

### **The challenge**

We are looking for an energetic and experienced Field Operations Coordinator to join our team to play a critical part in assisting the Country Manager in the management of our camps and lodges in Tanzania.

To be successful in this role, we believe that you need to have a vision, and be able to formulate strategies in the area of camps & lodges management.

### **The Field Operations Coordinator has the following areas of functional responsibility:**

- All emergencies
- Daily support of Camp / relief managers – ensuring that all is well and handle any issues that they might be facing.

- Daily Operations and Logistics
  - ✓ Vehicle Movement
  - ✓ Staff Movement
- Management of finance and budgets for the camps
- Health and Safety for the camps and ensuring adherence to the standards and regulations.
- Stores and resupply working with central operations coordinator
- Workshop and BOH working with Asset Manager
- Line manage the field Operations team and their workshops / stores
- Handle all HR matters in liaison with the HR Manager
- Handle all marketing and sales issues from the camp in liaison with the Sales & Marketing team through the Country Manager
- Ensuring all camps are at the company's level of quality and fulfill their service offerings and assisting the Camp Managers with product improvement throughout the year.
- Ensure all camps adhere to the Sustainability policy and program
- Ensure procedures and systems put in place are adhered to.

A comprehensive job description will be given to the successful candidate.

Reporting to the Country Manager, Tanzania your key working relationships will be with the Country Manager, TZ Field Operations team, Camp Managers, Relief Managers, Operations, Camp Crew, Finance, HR, Procurement and Stores.

This is a new position that is available immediately. You will be based and live in Arusha with frequent travel to the camps and lodges in Tanzania.

Tanzanian citizens are highly encouraged to apply

### **Qualifications & Requirements**

We are looking for someone who meets the below criteria;

- Minimum Degree in hotel management
- Minimum 5-10 years of experience in Camp & Lodges Management

- Minimum 3 years work experience in Africa
- Experience in East Africa and Swahili language are a strong preference.
- Good organizational and logistic skills
- Effective at crisis management and good at making instant decisions
- Effective at training staff.
- Good knowledge on the following:
  - HR
  - Logistics/resupply
  - Vehicle maintenance
  - Technical basics on Generators, electrics. Plumbing, sewage
  - Some bush/guide knowledge
  - Financial understanding
  - Menus, food quality and food presentation
- Exceptional project management skills and an ability to multitask and prioritize in a challenging environment
- Strong verbal and written communication skills and ability to structure and present ideas
- Independent ‘getting things done’ mentality; willing to work hard
- Ability to build good working relationships with people at all levels from camp staff to the board of directors
- Proven ability to handle complex intercultural people matters, with cultural sensitivity and awareness
- Passion for positive impact and wildlife tourism as well as community development

### **The package**

The company offers a competitive salary for East Africa standards and modest fringe benefits.

How to apply:

Kindly follow the link below to apply for this position:

<http://kamakazi.co.ke/job/field-operations-coordinator/>