



## TERMS OF REFERENCE COMMERCIAL MANAGER

POSITION: Commercial Manager

ORGANISATION: African Parks Congo

LOCATION: Nagero, DRC

REPORTING TO: Director of Operations

EXPECTED START DATE: asap

TYPE OF CONTRACT: Fixed Duration

### BACKGROUND:

African Parks is a non-profit organization that takes total responsibility for the rehabilitation and long-term management of national parks in partnership with governments and local communities. African Parks, through affiliated local boards, has management responsibility for Garamba National Park (DRC) and Chinko Project Area (CAR).

### JOB OVERVIEW:

Garamba National Park is looking for an experience, resourceful, and highly organized Commercial Manager to organize and oversee daily operations of our tourism facilities, which includes managing hospitality personnel and budget, ensuring guest satisfaction, and following the appropriate steps to ensure that the facilities are well-maintained.

### KEY FUNCTIONS:

- Recruit, supervise and evaluate hospitality staff;
- Implement and manage a hospitality training program;
- Manage the budget for commercial products;
- Assist with the development and implementation of a Tourism Development Plan (TDP);
- Assume responsibility of procurement of equipment, food, and supplies;
- Manage updates to Garamba lodge and bungalows;

- Restructure financial and procurement systems;
- Manage and source local supply chains;
- Manage guest reservations and communication;
- Manage guest relations process and all related materials;
- Plan and manage all events held at Garamba Lodge;
- Enforce adherence to regulations and quality standards;
- Market to local and international guests;
- Draft health and safety standards.

#### KEY RELATIONSHIPS:

- Director of Operations
- Special Projects Manager

#### WHAT SUCCESS LOOKS LIKE

The hospitality facilities managed by Garamba National Park operate in a financially responsible manner, have established financial, procurement, training, and health and safety systems in place, and provide excellent guest services to local and international visitors. The foundation for a future tourism products is established.

To apply, please email your CV and cover letter [centralafrica.hr@africanparks.org](mailto:centralafrica.hr@africanparks.org) by 17 September 2020.

Should you not hear back from us within 2 weeks after closing date, please take it that your application was unsuccessful.