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**POSITION TITLE:** Lodge Operations Manager

**REPORTS TO:** General Manager

We invite suitably qualified candidates to apply to join our growing Okonjima team in the role of Lodge Operations Manager.

**POSITION SUMMARY:**

The Lodge Operations Manager is responsible for all aspects of operations at the lodges, the day-to-day staff management and to ensure an excellent guest experience. He / She must provide leadership and strategic planning to all the departments within the Lodges in support of our service culture, maximized operations and guest satisfaction. The Lodge Operations Manager works closely with the General Manager and lodge owners in line with company requirements.

**DUTIES AND RESPONSIBILITIES:**

- Oversee the operation functions of the various lodges, camp site and day visitors centre, as per the organizational chart.
- Hold regular meetings with tourism division and head of departments.
- Ensure full compliance to lodge operating controls, SOP's, policies and service standards.
- Manage on-going profitability of the lodge, ensuring revenue and guest satisfaction targets are met and exceeded.
- Developing improvement actions implement costs savings.
- Ensure that monthly financial outlooks for rooms, Food & Beverage and lodge administration are on target and accurate.
- Helping in the procurement of operating supplies and equipment and contracting with third-party vendors for essential equipment and services.
- Overseeing and managing all Lodges.
- Be accountable for responsibilities of department heads and take ownership of all guest queries.
- Inspect guest rooms, public areas and grounds for cleanliness and appearance.
- Responsible for legalization, Occupational Health & Safety Act, fire regulations.

**PREREQUISITES & EXPERIENCE:**

- The ideal candidate is a young, energetic, innovative individual who keeps up to date with the latest trends.
- The individual must have outstanding, management skills and extensive hands-on experience.
- The ability to work under pressure and alongside colleagues, the tourism division and heads of departments.
- Ability to problem-solve and take initiative.
- Excellent interpersonal and presentation skills.
- At least 2< years management experience, ideally in the hospitality industry.
- Excellent computer system skills.
- Reliability and stamina are essential - available to work when required. This includes weekends, holidays and nights
- Proven organizational and administrative skills.
- Must have a valid driver's license.
- First Aid Training will be an advantage.

Submit CV and accompanying documents to: [recruitment@okonjimalodge.com](mailto:recruitment@okonjimalodge.com)

Enquiries: Mrs. Ina Janson



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