

## Job Description – Experience Manager

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### 1 POSITION DETAILS

▪ Position	<b>Experience Manager</b>
▪ Level	Manager
▪ Department	Guest Services
▪ Reports to	Nature Resort Manager
▪ Subordinates	Experience Hosts/experts

### 2 JOB DETAILS & REQUIREMENTS

#### Job Summary

To oversee, co-ordinate and develop the personalised tours, field activities and services for the guests and visitors of the Resort. To participate in and assist with the conservation and ecological work, and to act as the primary link between the guest and the excursions, ensuring that the standards of all equipment and facilities used by Experience Hosts and guests are safe and maintained at the required standards. To be responsible for communication between guests and Experience Hosts, and for development and training the Experience Hosts with regard to ecology, history, heritage and culture. Daily allocation of duties to Experience Hosts in line with the Resort's services and functionality and the implementation and co-ordination of various conservation management plans.

#### Key Duties and Responsibilities

### 2. JOB ACCOUNTABILITIES LINKED TO OBJECTIVE AREAS

- To ensure the required arrangements and guest requests for activities and tours is co-ordinated with Reception for guest check-in, check-out and billing procedures.
- To ensure that allocated guests receive the activities, tours, special functions and excursions in an informed and educational manner, while maintaining the policies, procedures and safety systems of the Resort. This to be done by maintaining personal contact with the guest, and providing continuity to the guests interactions with the other departments of the Resort, co-ordinated with the Front Office Manager.
- Be the primary contact in Federal, State & Local government relations with regard to excursions, environment and conservation conditions.
- To oversee the Guest Service Department, and to ensure that this unit is disciplined and well co-ordinated with Front Office and other Resort Operations. This is to ensure that the guest receives the full services of the resort in a well co-ordinated and thorough manner.
- To co-ordinate with the Nature Resort Manager with regards to ecological maintenance and monitoring, and to ensure its sound development as part of an integrated environmental policy for the region.
- To pass on all relevant information, (including complaints), to the other departments in the operation, to ensure that the guest receives services in a well co-ordinated and timely

manner. This includes additional information which may be relevant to developing and upgrading services, Guest History records, Management, and Sales and Marketing.

- To monitor the use and maintenance of all equipment provided for the activities, tours and excursions, (including vehicles) and to ensure that they are maintained according to the standards laid down by the Resort Management; and to report on any works to be carried out to the relevant Department.
- To ensure that the image of the Resort and its policies are maintained through provision of a disciplined, groomed and professional approach, at all times promoting a friendly, informal and polite relationship between guests and the Resort Colleagues.
- To actively enquire and recommend the services, activities and facilities of the resort to guests and visitors, ensuring that they are kept informed of the full range of options available to them.
- To ensure that existing knowledge which is relevant to the services of the resort is created, maintained and upgraded, in order to maintain the function of being the primary information source for visitors to the Resort.

**OTHER ACCOUNTABILITIES:**

- The job-holder is expected, as part of their guest service duties, to assist other departments in their service delivery. This is part of the personalised services offered, and provides continuity for the guest as they move between individual department services.
- The position requires activities that may be physically demanding. The job holder will therefore require some sporting and other physical abilities.
- Work under the guidance of the Nature Resort Manager in relation to safety, security, emergency response and general 'guest & staff wellbeing'.

**3. MINIMUM KNOWLEDGE/EXPERIENCE/TRAINING/QUALIFICATIONS**

**Qualifications**

A Degree, Diploma or recognised training in relevant area of study.  
Training in P.R. or guest services is relevant but not essential.

**Specialised Knowledge**

Any of the following specialised areas of interest, ability or training would be relevant:  
1) Guest Service Experience  
2) Knowledge of Rwandan Animals  
3) Natural Sciences

#### 4) Professional Guiding

#### **Experience**

At least 2 years working experience in a supervisory position relevant to the job requirements.

Experience in a similar resort would be a strong recommendation.

A drivers' license and certification in First Aid will assist the Colleague.

#### **Individual experiences**

The Colleague should have one or more of the following abilities/experiences/traits:

1) English, plus fluency in a foreign language is an advantage.

2) A First Aid certification.

#### **4. CRITICAL COMPETENCIES**

a) *Customer and Service Orientation*: The job holder is responsible for carrying out the supervision of guests, and delivery of wide range of guest services. The job will require a person who is disciplined, punctual and aware of guest needs and who has the natural ability to respond to this in an enthusiastic, open and professional manner.

b) *Adaptability*: The position calls for a diverse range of activities. Being in the 'front line' and dealing with guests' requests/complaints, the job holder will be required to make independent judgements which respond to individual needs. The ability to take these decisions and action the appropriate response will be part of the day-to-day duties of this position.

c) *Team Orientation*: The job will require the co-ordination of services from many support departments and persons. In providing the guest with the best possible services from these departments the title holder must ensure co-operation and support from the service providers. They should therefore be aware of the limitations and capabilities of fellow Colleagues, and be willing to participate with others to achieve results.

d) *Communication Skills*: The job-holder is expected to initiate and develop rapport, and to be informative towards their allocated guests. The ability to listen, interpret and manage the response to guests is of primary importance in meeting the guest's expectations and enhancing their appreciation of the Resort. Equally, this applies to the providing of clear and accurate information to the other departments of the Resort ensuring that the required results achieve the standards necessary.

e) *Diplomacy*: The job holder, in dealing with a diversity of guests and many internal departments which will require sensitivity, and the ability to produce clear results from these interactions. A

self-disciplined, sincere and enthusiastic response to situations, people and departments will be a requirement for producing the desired results.

f) *Professional Knowledge*: The job holder will be required to put knowledge and experience to practical use, utilizing these skills to manage their daily resort functions, while being able to convey this knowledge to the guests, visitors and other Colleagues of the Resort.

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### 3 CORE VALUES & COMPETENCIES

#### **Blow Away the Customer**

- I care and work towards exceeding the expectations of my customers
- I am proactive and deliver unique and everlasting memories for our customers

#### **Develop Passionate and Committed People**

- I am committed to being thoughtful towards our colleagues
- I am passionate about my role

#### **Continuously Strive for Perfections (good enough never is)**

- I constantly seek new ways and ideas to improve what I do
- I am inspired to make a difference

#### **Achieve Sustainable Bottom Line Performance**

- I am honest and fair
- I take responsibility and contribute towards the financial performance of where I work

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### 4 FUNCTIONAL COMPETENCIES

#### **Grooming**

- I present a professional image according to established standards

#### **Communication**

- I speak in a clear and concise manner both in person and over the phone
- I express ideas in a clear and coherent manner

#### **Functional Skills and Knowledge**

- I demonstrate my knowledge and skills effectively
- I take responsibility for my actions

#### **Time Keeping & Grooming**

- I report for work in my department on time daily

#### **Response to Supervision**

- I demonstrate respect for my leaders
- I respond to supervision positively

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## 5 ACKNOWLEDGEMENTS

I have read and understand the duties required of me and will adhere to and perform them as required.

▪ Date      day   month   year

▪ Name

▪ Signature