

## **Vacancy at N/a'an Ku Sê Wildlife Experience – TimBila Nature Reserve**

An exciting and challenging opportunity is available for a **Lodge Manager** to join our team. The successful incumbent will be based at the N/a'an Ku Sê TimBila Nature Reserve, 230km from Windhoek.

### **Overview**

We are seeking a dynamic and motivated Lodge Manager with a proven track record in hospitality and lodge management. The successful candidate will be responsible for overseeing all aspects of day-to-day lodge operations, ensuring exceptional guest experiences, and leading a team dedicated to delivering the highest standards of service.

### **Main responsibilities (but not limited to):**

#### **Operational Management**

- Oversee the daily operations of TimBila Lodge, including administration, service, housekeeping, reception, and maintenance.
- Manage stock control, including bar, shop, fuel, gas, and sundry supplies.
- Oversee month-end procedures and ensure timely submission of management and financial reports.
- Ensure all furniture, fixtures, and equipment are maintained in excellent condition.

#### **Team Leadership**

- Manage and lead a team of approximately 30 employees, ensuring discipline, performance, and motivation across all departments.
- Maintain efficient staff scheduling, including leave rosters and shift planning.
- Conduct regular staff training and provide on-the-job coaching to maintain high service standards.
- Foster a positive, inclusive, and professional work environment.

#### **Guest Relations**

- Personally welcome and host guests during their stay, ensuring their comfort and satisfaction.
- Manage guest arrivals and departures, handle feedback and complaints promptly and professionally.
- Uphold the lodge's reputation by ensuring all guests experience outstanding service and hospitality.

#### **Administration and Financial Control**

- Handle daily, weekly, and monthly administrative duties, including Food & Beverage orders, petty cash management, and sales reconciliations.
- Assist with payroll preparation and salary administration.
- Monitor and control expenses in line with budgetary targets.
- Ensure accuracy in record-keeping and reporting for stock, sales, and financial transactions.

#### **Maintenance and Standards**

- Ensure the lodge grounds, buildings, and facilities are well maintained and presentable at all times.
- Oversee safety and hygiene standards in all operational areas.
- Monitor and uphold service excellence across all guest touchpoints.

### **Job requirements and skills:**

- Namibian Citizenship (essential).
- Valid Driver's Licence and PDP (essential).
- Bachelor's Degree in Hospitality Management, Tourism Management, or Travel & Tourism Management (advantageous).

- Minimum 5 years' experience in the hospitality/tourism industry at a high-end lodge, with at least 2 years in a managerial role.
- Proven ability to manage operations, staff, and guest relations in a luxury lodge environment.
- Strong knowledge of Front Office and Food & Beverage operations.
- Experience in stock control, inventory management, and month-end stock reconciliations.
- Excellent interpersonal and communication skills.
- Demonstrated leadership and motivational abilities with a focus on team development.
- Financial management skills, including budgeting and cost control.
- Computer literate with proficiency in POS and reservation systems.
- Highly organised, assertive, and adaptable with strong problem-solving skills.
- Professional appearance and demeanour, with a passion for hospitality and guest service excellence.

### **Attributes and Competencies**

- Passion for nature, wildlife, and conservation.
- Strong leadership presence and decision-making ability.
- High attention to detail and quality.
- Excellent guest engagement and hosting abilities.

### **Remuneration:**

- A competitive salary package coherent to experience and qualification
- Accommodation is provided at the sites
- Membership of the Naankuse Medical Aid Group at own cost

**Closing date for applications:** 05 November 2025

To apply for this position, please follow the link or scan the QR code:

<https://www.trending-talent.com/home/VacancyDetails?VID=KY/8phACbQGyBSwmEfJcHw==&Company=Naankuse%20Foundation>



Please note that we are an eco-friendly and paperless company, therefore hand-delivered CVs will not be accepted.

Only short-listed candidates will be contacted