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## CCF Guest Experience Coordinator

The main function of the role is to assist in the administration and supervision of guest and visitor services. Additionally the role will co-ordinate visitors and guests cheetah activities to ensure a quality experience for all guests and visitors whilst at Cheetah Conservation Fund (CCF). Assisting in stock control and to collect Guest related data.

### **Job Responsibilities:**

- Administrative & General Main Duties that may include but are not limited to the following:
  - Ensure sufficient brochures are located in the Museum, Café deck and Cheetah View Lodge (CVL) Dining Room and re-order as necessary.
  - Ensure Public Areas (Museum, Cafe, Gift shop, Conference centre & public toilets/areas) are up to standard and presented in an orderly manner, during -mornings at opening and afternoons before lock-up using the relevant check lists.
  - Create and implement Guest Feedback forms for CVL, Babson House and tourism activities, and then review and provide reports on feedback provided to the Tourism and General Manager.
  - Provide a point of contact, along with other Management, to receive reports from Tourism or Hospitality staff, visitors, and guests on maintenance issues, and then report subsequent issues to the appropriate department.
  - Monitoring, managing and responding to queries in a professional manner with online forums, such as Trip Advisor.
  - Monitoring Liability Waiver Sheets and ensuring that each guest fill them out, and assisting in making sure letters are sent out by Susan K in the US.
  - Assisting in ensuring that Lodge guests email addresses are sent to Susan K end of each month.
  - Assisting in making sure the Gift shop stock is packed out and store room is left neat and tidy.
  - Assisting in managing stock control of drink and food to ensure appropriate levels for guest needs and to help reduce wastage and theft occurrences. This includes checking stock levels as follows:
    - After sundowners held for staff and/or guests,
    - Daily checks at the CVL and Babson House,
    - Managing and stocking Café and gift shop fridge.
- Provide the role of Assistant Manager to CCF Tourism Manager. Duties associated with the role may include but are not limited to the following tasks:
  - Undertake the role of the Tourism Manager in their absence including sharing on-duty call arrangements.
  - Assist the Tourism Manager by jointly acting as the main point of contact for all day visitor and overnight guests to CCF.
  - Assist in coordinating visitor services to ensure excellent customer service and great guest experience. This may include but is not limited to greeting guests and visitors, and ensuring that guests and visitors needs are attended to at all times whilst at CCF.
  - Assist the Tourism Manager in managing the functionality of the CVL, and Babson House. This includes ensuring rooms are ready for check in by guests, and checking with kitchen staff, hosts, and cleaners, to ensure all aspects of their duties associated with guest services are being undertaken.

- Co-ordinate with the Tourism Manager for evening CVL dining checks. This includes ensuring rostered staff are on hand as per agreed shift arrangements, all guests are aware of dining arrangements, and that CVL is functioning as required. It is also an opportunity to check that guests are happy with their accommodation.
- Assist in customer service training and mentoring of Tourism staff in all aspects of their role including phone etiquette, administrative tasks, and customer service requirements.
- Provide assistance at the weekly Tourism Department meeting and coordinate in the absence of the Tourism Manager. This includes supervising Tourism staff in accordance with discussions and topics arising from the Tourism meetings.
- Assist in managing and maintaining the tourism and general master calendar of activities, including special events, guest bookings, educational visits, tourism visits, school group visits and general programming.
- Provide a shared responsibility in creating guest schedules by co-ordinating and liaising with other departments to ensure a smooth, engaging, and tailored experience for each and every guest.
- Assist the Tourism Team by undertaking walking tours and Cheetah Drive and of any CCF's various facilities with visitor groups as required.
- Assist the Tourism Manager in reinforcing and if necessary updating safety and hygiene protocols for CCF Staff, interns, visitors, and guests. This may include but is not limited to the following:
  - Visitors and guests have been briefed, and understand the risks and safety precautions for all aspects of their visit to CCF and have filled out the CCF liability waivers.
  - Staff involved in food preparation, food serving, and kitchen duties have an understanding of the cleanliness and hygiene practices that must be adhered to.
- Assist the Hospitality Manager and the Business Manager by undertaking their roles when they are not available or off site. This will occur primarily at weekends and may include but is not limited to the following:
  - As the Hospitality Manager undertake checks of the rondavels, housing, and light-foot camp with respect of cleaning and condition of same.
  - As the Business Manager undertake any of their duties that may arise and require attention.
- Provide and foster a Tourism liaison function with the Cheetah Team. This may include but is not limited to the following:
  - Conveying, reporting, and coordinating information between the two departments as required.
  - Updating the Cheetah Team on Cheetah Activity Bookings every Sunday, and then as required during the week using accepted means of communication.
- Provide support to the Cheetah and Husbandry teams by undertaking activities as required. This may include but is not limited to the following:
  - Participation in the Cheetah Run, Behind the Scenes tours, Centre Feeding, and Game Drives. All of these activities require close interaction with guests and visitors.
  - Updating the Cheetah Team on cheetah activities for the week, corresponding between the tourism and husbandry department to maximise quality of service for guests.
- Undertake promotion of CCF's activities by support and participation in the following activities:
  - Engage with visitors and guests to provide an understanding of CCF and its purpose for being. This could include an explanation of: the history and formation of CCF; CCF facilities e.g. Museum and Genetics Laboratory; Cheetah Conservation, Education, and Research Programs; Livestock Guardian Dog Program; and CCF's Model Farm and Creamery.
  - Engage with guests in a manner that fosters excellent customer service to promote and serve the needs of CCF including the various options available re donations and sponsorship.
  - Undertake management of the CCF Sponsorship Program in the gift shop.
  - Assist with marketing and promotional opportunities of CCF by attending local markets, Regional Shows, and other gathering/functions around Namibia as required.

## **Role Interactions:**

The role has a requirement to provide an interaction with many other roles associated with the management and operation of CCF especially in the absence of, or on behalf of the Tourism Manager. This may include but is not limited to the following:

- Executive Director.
- Board Members and visiting dignitaries.
- General Manager and all subordinate reporting positions.
- Tourism Manager, Hospitality Manager, and Business Manager and all subordinate staff.
- Husbandry and Cheetah Keeping Teams.
- CCF staff located in alternative locations in Namibia and overseas including the USA.
- Visitors and guests of CCF.
- All interns and volunteers working at CCF.

## **Required Competencies**

### *Adaptability*

- Works effectively under demanding conditions; adjusts to multiple and conflicting demands; shows resilience under uncertain and changing circumstances; modifies schedules and plans as necessary to attain goals.

### *Analytical Thinking/Problem Solving*

- Able to draw conclusions with information available; uses rigorous logic and methods to solve difficult problems with effective solutions; and looks beyond the obvious for the best possible solution.

### *Customer (Donors, Visitors, Community) Intimacy*

- Maintains a clear focus on customer expectations; establishes a climate for educating customers; focuses plans and actions on increasing customer satisfaction; strives to exceed customer expectations.

### *Communication*

- Communicates clearly and expresses well via phone, written correspondence, and in person (even when relating complex information); listens actively; tailors message to audience; shares information freely within the organization.

### *Detail Orientation*

- Recognizes detail and nuance in each task; able to see a task through from beginning to end, and anticipate and solve for roadblocks along the way.

### *Driving Execution*

- Demonstrates a strong desire to achieve goals; establishes clearly specified plans and action steps; makes adjustments to plans as necessary in order to ensure success; takes pride in performance and accomplishments.

### *Organizing*

- Can marshal resources (people, funding, materials, and support) to achieve outcomes; can orchestrate multiple activities at once to accomplish a goal; arranges information, objects and files in a useful, logical manner; manages time effectively and efficiently.

### *Self-Motivation*

- Sets clear personal goals and timelines for achieving results; works through processes with minimal follow up on occasion; works effectively within a dynamic and unpredictable workplace; able to manage time effectively; takes initiative to achieve the organization needs, even if it is outside the scope of responsibility.

## **Performance metrics (how performance will be evaluated):**

- Positive guest and visitor feedback.
- Positive feedback from CCF staff.
- Allocated tasks completed as per agreed timelines.
- Display of efficient work practices and time management.
- Provision of appropriate and practical error-free documentation.
- Proven knowledge of CCF's role, and all CCF activities both locally and globally.