



DO YOU LOVE WORKING WITH PEOPLE? CAN YOU BE A

At Great Plains, we are proud to represent our camps and Botswana to guests from all over the world. We treat our guests and our colleagues with respect, and work hard together to deliver the highest quality of service to all. We are looking for a highly motivated, energetic and dedicated individual with a passion and proven experience in the hospitality industry.

Technical Service Manager: Botswana

Job Title: Technical Service Manager
Reports To: Concession Manager/Operations Manager
Function: Operations
Location: Botswana

PURPOSE OF THE JOB

The purpose of the Technical Service Manager position is to serve the needs of the operational teams in the concession to ensure that the mechanical requirements run smoothly and the teams are able to serve our guests and our colleagues at the highest standards without concerns whether the equipment is working. Further to the technical and mechanical duties this position is expected to assist the Concession Manager to manage the concession to ensure in line with company objectives. To assist by providing all guests an exceptional experience in the concession.

Key Areas of Responsibility

- Ensure vehicles are maintained by utilization of service schedules
- Ensure generators are maintained
- Ensure effective stock control measures are in place and stock managed within the concession
- Ensure major technical equipment needed for the daily running of the operations are always in excellent conditions
- Supervise all aspects of the workshop
- Training and daily management of workshop and maintenance/Assistants
- Management of Guides vehicles and equipment
- Ensure camp and boats are well maintained
- Management of Solar Equipment

QUALIFICATIONS

- A tertiary qualification in hospitality and or business management studies.
- Minimum of 5 years of management experience in the related field.
- Proven experience in managing multiple properties, assets and staff compliment in remote locations.
- Proven leadership skills, specifically in managing diverse management teams.
- Proven record of outstanding staff relations.

COMPETENCIES

- Passion for ecotourism.
- Customer service focused.
- Sales and target driven.
- Eye for detail.
- Commercial awareness.
- Excellent communication, organisation and planning skills.
- Deadline and results orientated.
- Motivator.

Interested applicants should email a cover letter and updated CV to the below listed email addresses. The subject heading of the email should be written as: **Technical Service Manager**.

To: opportunities@greatplainsconservation.com

The remuneration package will be offered according to experience and qualifications of the successful candidate.

We do not accept hand deliveries.

Closing Date: Monday, 01st January 2024 @ 17h00.

PLEASE NOTE, DUE TO THE HIGH VOLUMES OF APPLICATIONS ONLY THOSE WHO ARE SHORTLISTED WILL BE CONTACTED.