

## **Vacancy at N/a'an Ku Sê Wildlife Experience – Kanaan Desert Retreat**

An exciting and challenging opportunity is available for an **Assistant Manager** to join our team. The successful incumbent will be based at Kanaan Desert Retreat, Farm 104, D 707, 10000, Helmeringhausen, Luderitz District, Namibia.

### **Overview**

The Assistant Manager is responsible for supporting all management functions at Kanaan Desert Retreat. Key areas of focus include stock control, guest relations, and staff coordination. The role requires high organisational ability, strong attention to detail, and a hands-on approach to ensure smooth daily operations and exceptional guest service.

### **Key Responsibilities & Duties (but not limited to):**

#### **Administration & Bookings**

- Oversee lodge bookings and manage guest records
- Provide assistance to reception and support with daily administrative tasks
- Assist with stock control and procurement processes

#### **Guest Relations**

- Welcome and host guests in a professional and friendly manner
- Handle guest queries and complaints effectively and timeously
- Conduct room inspections and ensure guest areas are clean, neat and well-maintained

#### **Staff Coordination**

- Supervise and coordinate the lodge team, including housekeeping, kitchen, front-of-house, and maintenance staff
- Ensure efficient staff scheduling and resolve internal team concerns
- Support in training and onboarding of new staff

#### **Lodge Operations**

- Take full responsibility for daily operations in the absence of the Lodge Manager
- Oversee all departments to ensure seamless day-to-day running of the lodge
- Monitor service quality and lodge upkeep regularly

#### **Guiding (Optional but Advantageous)**

- Assist with high-profile guest nature drives when needed
- Prior desert guiding experience will be a strong advantage

### **Skills & Competencies Required:**

- Strong leadership and team coordination skills
- Excellent organisational and problem-solving abilities
- Attention to detail and a proactive attitude
- High guest service orientation with professional communication skills
- Proficient computer skills (Microsoft Word, Excel, Outlook)
- Valid Driver's License (PDP for C1 will be a strong advantage)
- Ability to adapt to remote, flexible working conditions

### **Education & Qualifications**

- Relevant qualification in lodge, tourism, or hospitality management beneficial
- Knowledge of lodge operations, guest services, and reservation systems

- Fluent in English (spoken and written)
- Valid Driver's License (PDP C1 preferred)
- Guiding qualification and valid First Aid Certificate advantageous

### Experience

- Minimum 2–3 years in a supervisory or management role within a lodge, hotel, or hospitality setting

### 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:** 04 August 2025

To apply for this position, please follow the link:

<https://forms.cloud.microsoft/r/YhMu5jWAsW>

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