

NYUNGWE MANAGEMENT COMPANY

NYUNGWE NATIONAL PARK VACANCY ANNOUNCEMENT

Nyungwe Management Company Ltd (NMC Ltd) was created following the management agreement between the Government of Rwanda (through RDB) and African Parks Network, to manage Nyungwe National Park for 20 years starting from October 2020. NMC Ltd is seeking to recruit suitable candidates to fill the post of **Commercial Development Manager** in Nyungwe National Park. The candidates must be Rwandan, technically skilled with good problem-solving ability, be enthusiastic, motivated, reliable, and able to execute tasks independently.

JOB TITLE: Commercial Development Manager

Reports to: Park Manager

Location: Nyungwe National Park

Position Level: Head of Department (eligible to be a Park Management Unit member)

SCOPE OF THE JOB

The Commercial Development Manager is to significantly contribute to the long-term financial sustainability of the park, by ensuring tourism products planning, development and management and activities are identified and implemented in a professional manner with minimum impact on the ecosystems of the park. He/she will oversee the financial sustainability of Nyungwe National Park and will track the financial performance in collaboration with the finance department.

Duties and Key responsibilities not exhaustive

- Implement the Tourism Development Plan, review and update it every 2 years of which some of the below are components but not limited too
 - Roll out and management of concessionaires
 - Growth in tourism numbers across all visitor classes
 - New products, improved products and review of pricing
- Market Nyungwe NP at all levels and all platforms;
- Coordinate all tourism activities within set time frames and ensure quality assurance and compliance.
- Motivate, coach and manage all tourism and hospitality staff whilst also ensuring community development is a deliverable with regards to education and economy;
- Supervise the collection of park revenues from receptionists/sales representatives and lodges (with Finance Department) all whilst ensuring smooth bookings and reservations;
- Continual and frequent liaison with tourism entities and platforms in country and internationally;
- Steady growth of the average spends per person to the park year on year;
- Being an ambassador and driver to sustainable tourism in conservations spaces;
- Manage all aspect of print production, receipt and distribution, Inc. Brochures & posters, billboards etc;
- Achievement of frequent, timely and positive media coverage of Nyungwe National Park

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- Updating digital media sites on a regular basis;
- Production and distribution of quarterly newsletters;
- Marketing planning and budget management;
- Monthly reporting of statistics;
- Management of shops at the all selling points, including. sourcing, ordering, stocktaking of supplies;
- Overseeing the management and bookings, including procurements of supplies for the lodge (s);
- Implementing procedures for smooth operations of tourism facilities;
- Monitoring and reporting on the state of tourism facilities, including infrastructure;
- Explore and develop other potential sources of commercial revenue (e.g.: carbon market, PES);
- Developing promotional packages and analysis of impact;
- Ensure consistent progress on products and standards.

KNOWLEDGE AND SKILLS

Required Qualification, Competencies and Experience for the Role

- Minimum of Bachelor's Degree in tourism management, marketing or equivalent
- Minimum of 5 years of relevant experience in tourism and/or marketing and hospitality Sector
- Great communications skills, outgoing personality and proven confidence making presentations in different languages
- Proven track record in managing teams of tourism and hospitality staff (guides, cashiers, camp managers, etc.)
- Good and effective coaching skills
- Fluency in Kinyarwanda, English and/or French
- Demonstrated ability to work under pressure and be flexible
- Demonstrated ability to work with a team
- Full computer literacy, including desktop publishing and photographic software
- Valid driving license and proven confidence driving, preferably category B.

Desired

- Multilingual (Kinyarwanda-French-English at a minimum)
- Knowledge of other languages such as German, Spanish, Italian, Chinese an advantage
- Knowledge of biodiversity, natural history, ecology, bird-watching.
- Rwandan citizenship
- Work experience in Rwandan national parks
- Physically fit, adventurous, and ready to work and spend time in remote areas of the park
- Proven record in budget preparation and management
- Experience in destination marketing
- Knowledge of hospitality software and management tools



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Note

1. Internal candidates are encouraged to apply
2. Applications that are not meeting the above criteria will not be considered.

Interested candidates should forward their application letter together with all relevant documents to the email address provided below no later than 25th April 2025. The required documents should be submitted in scanned soft copies in pdf format (preferably as one document) on nmc.recruit@africanparks.org. Successful candidate will begin with an immediate effect.

Applications must include the following documents:

- Application cover letter addressed to the Park Manager
- Stating where you heard about the position and why you should be considered
- Curriculum vitae including your personal details, education level and any experience
- Name, address and telephone numbers of three (3) references
- All the documents should be in one pdf document and named after your name and position, for example: **Name, Nyungwe Commercial Development Manager, 2025.**

Please note that only candidates with the needed qualifications and relevant experience will be shortlisted, if you don't hear from us within three weeks after submission deadline, know that you have not been shortlisted.

Done in Nyungwe National Park on 09/04/ 2025.

NIYIGABA Protais
Park Manager/CEO
Nyungwe Management Company

