



Helping People. Saving Gorillas.

## JOB ADVERTISEMENT

### Who we are:

The Dian Fossey Gorilla Fund is proud to manage one of the most comprehensive and enduring datasets on any animal species. Recently, the Fossey Fund has expanded its research to include additional gorilla groups in Volcanoes National Park, aligning with our strategic goal of achieving 100% research coverage within the next five (5) years. These data are essential for advancing scientific knowledge of gorillas and informing conservation strategies for this endangered species.

To support this effort, we are seeking highly collaborative individuals with experience in Hospitality to join our team as **Visitor Experience & Hospitality Manager**. This position will be based at the Ellen DeGeneres Campus located in Kinigi Sector – Musanze District/ Northern Province.

### Job Overview:

**Position Title:** Visitor Experience & Hospitality Manager

**Reports to:** Director of Africa Field Communications and Engagement, Dian Fossey Gorilla Fund

**Location:** Ellen DeGeneres Campus, Kinigi, Musanze, Rwanda

**Employment Type:** Full-time, on-site

**Salary:** Competitive, based on experience and qualifications.

### Job Purpose:

The Visitor Experience & Hospitality Manager is responsible for creating exceptional, memorable experiences for all visitors to the Ellen DeGeneres Campus and the Cindy Broder Conservation Gallery. This role combines hospitality expertise, operational management, and visitor engagement to inspire a deep connection with gorilla conservation and the mission of the Dian Fossey Gorilla Fund.

As the primary point of contact for guests, the Visitor Experience & Hospitality Manager oversees daily gallery operations, VIP experiences, campus accommodations, and events, while leading a team of staff and interns to provide professional, proactive, and welcoming service.

This position also plays a key role in supporting donor engagement, ensuring that every visitor interaction strengthens the organization's mission and fosters support for conservation initiatives.

The ideal candidate thrives in a dynamic, fast-paced environment, is passionate about wildlife and conservation, and has the skills to manage a diverse team, coordinate complex operations, and engage visitors from around the world. Flexibility, cross-cultural awareness, and an interest in nonprofit work are essential for success in this role.

## **Main Duties/Responsibilities:**

### **1. Visitor Experience & Gallery Operations**

- Oversee daily operations of the Conservation Gallery to ensure a welcoming, professional, and transformative visitor experience.
- Lead guided tours, VIP experiences, and educational programs that engage and inspire visitors.
- Supervise and manage Gallery staff and interns, including schedules, training, and performance evaluations.
- Maintain a visitor database for engagement tracking and fundraising follow-up.
- Assess operational needs for long-term sustainability and ensure equipment and gallery materials are well-maintained.
- Serve as liaison with technology providers for interactive visitor experiences (e.g., Habitat XR, Immotion VR).
- Build relationships with tourism sectors and develop customized visitor packages for diverse audiences.
- Develop and implement hospitality training programs for staff, students, and interns.
- Collaborate with the Community Engagement team to coordinate school and community group visits.
- Support staff in identifying potential donors and coordinating follow-up with the fundraising team.

### **2. Campus Housing & Event Coordination**

- Serve as primary contact for campus guests, managing check-ins, check-outs, accommodations, and payments.
- Coordinate campus facilities, including classrooms, meeting spaces, and catering services, ensuring high-quality guest experiences.
- Supervise the Hospitality Coordinator and provide regular training and performance feedback.
- Assist in planning, coordinating, and supervising events at the campus.
- Conduct inventory checks and troubleshoot operational issues with Facilities, IT, and Admin teams.
- Collaborate with leadership to develop guest handbooks and establish booking protocols and campus regulations.
- Represent the organization at internal and external events and deliver presentations to promote and explain our work.

### **3. Administrative & Financial Responsibilities**

- Manage bookings for VIP experiences, events, housing, and classroom use.
- Ensure all payments, invoices, and registrations comply with Fossey Fund policies.
- Prepare and manage the annual budget for hospitality operations, including staffing, procurement, and repairs.
- Provide regular updates to the supervisor and leadership team, proactively reporting progress and issues.
- Perform other duties as required to support the organization's mission and operations.

### **4. Working Conditions**

- This is a full-time, on-site position at the Ellen DeGeneres Campus in Musanze, Rwanda.
- Standard working hours are 8:00 a.m.–5:00 p.m. 5 days a week, but flexibility is required, including weekends, some holidays, and occasional after-hours.

### **Qualifications:**

- Minimum 5 years of experience in the hospitality or tourism industry, with at least 3 years in team leadership and staff management.
- Demonstrated interest in conservation, wildlife protection, or environmental education, preferably related to gorilla conservation.
- Experience engaging and inspiring international visitors from diverse cultural backgrounds.
- Knowledge of nonprofit operations, fundraising, and donor engagement is a plus.
- Strong organizational, administrative, and financial skills, including budget management and operational oversight.
- Excellent customer service, communication, and interpersonal skills, with the ability to motivate staff to proactively engage visitors and promote support for the organization's mission.
- Proficiency with visitor management systems, booking platforms, and interactive technology tools.
- Fluency in English; knowledge of Kinyarwanda and/or French is a plus.
- Ability to thrive in a fast-paced, dynamic environment and work flexible hours, including weekends, holidays, and occasional after-hours.
- Knowledge of visitor safety protocols and risk management in hospitality or wildlife-focused environments is desirable.

## **Application Process:**

All candidates interested in this opportunity are invited to submit the following documents:

- A cover letter setting out briefly the candidate's motivation and suitability for the position, not more than 1 page,
- An Updated CV.
- The name, position, and contact number for **three references**, preferably one of them being your current Employer/Direct Supervisor.
- A copy of education and training certificates/diplomas/degrees
- A copy of relevant work certificates.
- A Copy of your national ID

The interested candidates are required to submit their application via the **Apply** button by **Friday, September 26, 2025, at 5:00 p.m.**

The Fossey Fund is an equal-opportunity employer, and all qualified individuals are encouraged to apply. Only shortlisted applicants will be contacted for interviews.

For more information about our work, please visit: [www.gorillafund.org](http://www.gorillafund.org)

**Felix NDAGIJIMANA**  
**Country Director - Rwanda Programs**