

**Job Title: Driver**

Location: Sambora Kinigi Lodge, Musanze

Job Type: Full-time

About Sambora Kinigi Lodge

Sambora Kinigi Lodge is a luxury lodge located in the heart of Volcanoes National Park, Rwanda. We are committed to delivering exceptional guest experiences rooted in comfort, relaxation, and personalized service.

Job Overview

The Driver is responsible for providing safe, reliable, and professional transportation services for guests, management, staff, and operational requirements. The role focuses primarily on safe driving, punctuality, guest service, vehicle care, and ensuring that transportation needs are delivered efficiently and in line with lodge standards.

Key Responsibilities**1. Staff & Operational Transportation**

- Provide safe and timely transportation for staff, management, and authorized personnel between the lodge, staff accommodation, town, and other approved locations.
- Conduct staff pick-ups, drop-offs, and shift transfers according to the assigned schedule.
- Run operational errands such as collecting supplies, documents, or equipment as directed by management.
- Ensure passengers experience a safe, comfortable, and professional service.

2. Safe Driving & Compliance

- Operate lodge vehicles responsibly and in accordance with Rwandan traffic laws and road safety requirements.
- Maintain safe driving practices at all times and prioritize the safety of passengers and other road users.
- Plan routes appropriately and allow sufficient time for traffic, road conditions, and scheduled journeys.
- Report accidents, incidents, traffic violations, or safety concerns promptly.

3. Vehicle Management

- Maintain the cleanliness, presentation, and general condition of assigned vehicles.
- Conduct routine checks of tyres, lights, brakes, oil, coolant, fuel, and other essential vehicle components.
- Report mechanical faults, damage, or maintenance requirements in a timely manner.
- Ensure vehicles are fuelled, serviced, and ready for use according to operational requirements.

4. Professional Conduct

- Provide respectful and professional service to all staff and management.
- Maintain confidentiality and respect the privacy of colleagues at all times.
- Respond professionally to reasonable requests during transportation.

- Represent Sambora positively through professional appearance, communication, punctuality, and conduct.

5. Administration & Reporting

- Maintain accurate daily trip, mileage, and fuel records.
- Report vehicle usage, maintenance needs, and any operational issues to the relevant manager.
- Follow the assigned transportation schedule and communicate delays or changes promptly.
- Support other transportation-related operational duties as assigned.

Qualifications & Skills

- Valid Rwandan driving licence appropriate for the vehicles operated.
- Proven professional driving experience.
- Good knowledge of roads and routes within Rwanda.
- Good understanding of road safety and responsible driving practices.
- Basic knowledge of vehicle maintenance and routine checks.
- Strong interpersonal skills and a cooperative, team-oriented attitude.
- Good time management and attention to detail.
- Professional appearance and attitude.
- Reliable, punctual, responsible, and safety-conscious.
- Ability to work flexible hours, including weekends and public holidays when required.

Key Performance Indicators (KPIs)

1. Staff Service & Reliability

- Positive feedback related to staff transportation services.
- Professional and courteous interaction with colleagues.
- Timely response to staff transportation requirements.

2. Safety & Compliance

- Compliance with lodge driving and safety standards.
- Zero avoidable accidents or safety incidents.
- Valid vehicle and driver documentation maintained.

3. Punctuality & Service Delivery

- On-time completion of scheduled staff pick-ups and drop-offs.
- Minimal transportation delays caused by internal issues.

4. Vehicle Management

- Vehicle cleanliness and presentation score from internal inspections.
- Timely reporting of mechanical faults and maintenance requirements.
- Zero unresolved vehicle safety or cleanliness issues.

5. Fuel & Record Management

- Accurate and timely completion of mileage and fuel records.
- Complete and accurate trip records.

6. Professional Conduct

- Compliance with lodge policies and service standards, Punctuality and adherence to work schedules.
- Professional appearance, conduct, and communication.