



Job Description

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Job Title General Manager	Job Location Tanga	Category -
Job Type Full Time	Job level Intermediate	Industry Recreation / Live Entertainment
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Recreation / Live Entertainment: 6 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The General Manager will provide strategic leadership and overall operational oversight for Kingfisher Resort in Tanga. The role is responsible for ensuring the resort operates efficiently, profitably, and in line with the brand's service standards and long-term growth objectives. The General Manager will drive revenue growth, guest satisfaction, staff performance, asset preservation, and brand positioning while ensuring the resort maintains its reputation as a leading hospitality destination in the coastal region.

This role requires a dynamic leader with strong commercial acumen, hospitality expertise, people management skills, and the ability to deliver exceptional guest experiences.

Notes: The incumbent must be an excellent ICT user, ability to delegate activities by prioritizing, possess good awareness of industry and standards within the HC business.

Responsibilities

1. Strategic Leadership & Business Growth

- Develop and implement the resort's strategic business plan aligned with ownership objectives.
- Drive revenue growth through innovative marketing, pricing strategies, partnerships, and guest experience enhancement.
- Identify new business opportunities including events, conferences, destination tourism packages, and long-stay accommodation.
- Monitor hospitality market trends and competitor performance to position the resort competitively.
- Lead brand development initiatives to strengthen Kingfisher Resort's market presence locally and internationally.

2. Operational Management

- Oversee day-to-day resort operations including front office, housekeeping, food & beverage, maintenance, security, recreation, and guest services.
- Ensure operational efficiency, service excellence, and adherence to hospitality standards.
- Establish and monitor standard operating procedures (SOPs) across all departments.
- Ensure optimal utilization of facilities including rooms, conference spaces, restaurants, beach or recreational areas.
- Maintain high levels of cleanliness, safety, and facility functionality.

3. Financial Management & Profitability

- Prepare and manage annual budgets, forecasts, and financial performance targets.
- Monitor revenue streams including room sales, F&B, events, and leisure services.
- Implement cost-control measures without compromising service quality.
- Review financial reports regularly and take corrective action where necessary.
- Oversee procurement processes and ensure value-for-money purchasing.
- Ensure accurate financial reporting and compliance with statutory obligations.

4. Guest Experience & Brand Standards

- Champion a guest-centric culture focused on exceptional service delivery.
- Monitor guest satisfaction levels through feedback, reviews, and service audits.
- Resolve escalated guest complaints professionally and promptly.
- Enhance guest engagement through curated experiences, entertainment, and personalized service.
- Ensure consistency in service standards across all guest touchpoints.

5. Sales, Marketing & Partnerships

- Work closely with the sales and marketing team to drive occupancy and resort utilization.
- Build strong relationships with travel agents, tour operators, corporate clients, event organizers, and online booking platforms.
- Promote destination marketing initiatives positioning Kingfisher Resort as a preferred coastal getaway.
- Oversee digital marketing strategies including social media presence and online reputation management.

6. Human Resource Leadership

- Lead recruitment, training, performance management, and staff development initiatives.
- Foster a high-performance culture based on accountability, teamwork, and service excellence.
- Develop departmental heads and succession planning strategies.
- Ensure staff compliance with company policies, labour laws, and workplace safety standards.
- Promote employee engagement, motivation, and retention.

7. Asset Management & Compliance

- Ensure proper maintenance and preservation of resort infrastructure, equipment, and landscaping.
- Oversee preventive maintenance programs and capital improvement projects.
- Ensure compliance with health, safety, environmental, and tourism regulations.
- Manage risk and security protocols to safeguard guests, staff, and property.

8. Reporting & Stakeholder Engagement

- Provide regular operational and financial reports to ownership/Board.
- Present performance insights and strategic recommendations.
- Engage with local authorities, tourism bodies, and community stakeholders.
- Represent the resort in industry forums and networking platforms.

Education & Qualifications

- Bachelor's Degree in Hospitality Management, Business Administration, Tourism, or related field.

Requirements

- Minimum 5 years senior leadership experience in hotel or resort management.
- Proven track record in revenue growth, operational excellence, and team leadership.
- Strong financial management and budgeting skills.
- Excellent interpersonal, communication, and negotiation abilities.
- Experience in coastal / resort destination management is an added advantage.

Characteristics

- Strategic thinking and commercial awareness
- Leadership and team development
- Customer experience orientation
- Problem solving and decision making
- Financial discipline and analytical skills

- Networking and partnership development
- Adaptability and resilience
- Attention to detail and quality standards

Reporting To

Chairman, COO and Board of Directors

Driving Licence

Not Required

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