



*We are Hiring*

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**MATATANE  
CAMP MANAGER**

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Email your CV to  
[careers@babanango.com](mailto:careers@babanango.com)



## **GENERAL DESCRIPTION**

The main purpose of the camp manager is to ensure that an all-encompassing guest experience is offered to every Babanango Game Reserve and Matatane Camp guest. With the specific focus on catering to the specific needs of each individual guest at Matatane Camp, be it school groups and leisure guests the Camp Manager must have the experience to tailor make hospitality service to encompass a broad guest base. The role is to ensure that the camp systems, facilities, activities and staff work together in a smooth, safe, and harmonious manner to ensure that guests have a memorable stay.

## **QUALIFICATIONS**

### **Minimum Qualifications to Perform Role:**

- Tertiary qualifications in Eco-tourism, Hospitality, Game Lodge, Tourism or equivalent

### **Preferred Qualification:**

- Diploma/Degree in Hotel Management/Hospitality
- Valid Driver's license
- Food & Beverage

### **Minimum Period of Experience:**

- Minimum 5 years traceable work experience in a bush lodge environment, managerial role
- Excellent understanding of housekeeping and maintenance procedures
- An awareness of developments, keeping up with current trends within the food and lodge industries.

## WORK TASKS

- Ensures the highest quality of experience for school groups and guests
- Leading by example as the Camp Manager in Hospitality service
- Display an exceptional appreciation and sensitivity to the environment.
- Ensures that guest, staff, and wildlife safety is always a priority.
- Undertake a process of continuous education of self and other members of staff.
- Achieve service excellence through Teamwork
- Be an active, contributing member of the BGR team
- Be willing, in certain cases, to put in extra work to ensure best possible guest experience and to assist the teams
- Ability to promote conservation and environmental protection on the reserve
- Monitor and handle guest feedback and make sure it gets to each person (good and bad)
- Monitor vehicle safety and driving speed
- Day to day management of facilities & camps – ensure standards are kept and improved
- Dealing with guests' complaints
- Assisting Camp Leaders with hosting
- Daily meetings to ensure all departments are aware of upcoming events, arrivals, etc.
- Employer or management might require other tasks to be done not specified in this description
- Encourages staff to submit proposals to promote research

## SKILLS

- Excellent Customer Service
- Clear understanding of cost control and procurement
- Experience in a similar environment, and proven track record in managing people
- Experience working in remote areas or locations would be an advantage
- Excellent attention to detail, Computer literate, Strong multi-tasking skills, and Excellent organizational skills
- Working knowledge on different types of POS & Booking systems
- Financial management ability
- Clear understanding of disciplinary procedures
- Ability to adapt to a fluid environment
- Knowledge of reserve, property, surrounding areas
- Performs all duties with the sense of priority and dedication

## CHARACTERISTICS

- Able to work under pressure
- Great planning and organizing skills
- Exceptional communication skills
- Problem analysis & problem-solving skills
- Attentive, assertive yet patient, & friendly
- Customer-oriented, proactive, & takes initiative
- Commitment to a high-level customer service & passionate about conservation & the hospitality industry



Application may be submitted to [careers@babanango.com](mailto:careers@babanango.com)

**Closing date: 22 March 2026**

Note: If you do not receive any communication within 14 days after the closing date, please consider your application unsuccessful.