



Job Title: Guest Liaison Supervisor
Reporting to: Tasikoki General Manager
Division: Tasikoki Wildlife Rescue Centre
Direct Reports: Approximately 4 direct reports.

Job Purpose:

As Guest Liaison Supervisor you will be responsible for the day to day management of the Guest Services Department at Tasikoki Wildlife Rescue and Education Centre. Coordinating a team of at least 4 direct reports you will take ownership for the welfare of our guests, volunteers and staff, developing and delivering operational best practices that are environmentally conscious and ethically sound

You will lead, train and build a team of well informed and motivated staff, who fully adhere to the ethics and ethos of Tasikoki, helping to fulfil the objectives and drive the mission set by the foundation.

As the first point of contact for all guests/visitors to Tasikoki, which may include but is not limited to; School Groups (local & international), Volunteers, Special Interest Groups and Eco-tourists, you will maintain a high profile in the guest areas and be readily available to handle all guest communications (written/verbal), handle all queries and resolve any issues/concerns. In addition you will be responsible for coordinating guest activities on and off site, accompany group excursions when necessary, ensure all guests have healthy and ethical meals and are accommodated in safe and comfortable surrounds.

Furthermore you will track all guest/visitor donations and work closely with the finance team to ensure that all monies are reconciled. You will feed into financial budgeting and forecasting and ensure your department operates within budget and meets/exceeds targets.

You will assist in the development of business and project plans within your area of responsibility, and focus on revenue generating initiatives and cost control exercises. You will help to improve marketing, PR, web and social media content.

At all times you will conform to all applicable laws, regulations and codes of ethics.

Reporting directly into the General Manager of Tasikoki, you will meet at least weekly to discuss operational progress, strategic development plans, HR issues, policies/procedures, volunteer and guest service improvement suggestions. You will also work closely with the Masarang Foundations conservation and education units.

Key Responsibilities:

- Overall responsibility for the day to day operations of the guest services department to include; high level of customer service, efficient communications, smooth/organised booking procedures, staffing, administration, food hygiene, health & safety, stock control, HR/training, progress reporting and financial monitoring.
- Manage a team of 4+ personnel, ensure roles and responsibilities are understood, training and development plans are in place and performance is monitored and reviewed. Co-ordinate the working schedules and time sheets for the cooks, housekeepers/cleaners and volunteer co-ordinators. Escalate HR issues when needed.
- Receive and resolve queries (phone/email/social media/verbal) from all current and prospective guests/visitors, educational groups and volunteers in a timely and professional manner.
- Ensure all relevant info packs are correct and up to date. Actively promote Tasikoki goods & services.
- Coordinate enquiries and bookings from all guests/visitors/volunteers/groups and day tours etc. Check availability of dates, manage the bookings calendar, issue relevant info packs, issue donation receipts and track payments with the finance team. Keep a record of all bookings/stays.
- Ensure all guests/visitors obtain the correct visa for their stay and report to the relevant government bodies.
- Ensure all visitors/guests/volunteers/school groups etc complete the feedback form. Collate the feedback into a report for management.
- Assist with drafting school group itineraries and arrange social programmes on and off site.
- Manage and hold the relationship with all volunteer agencies, school/university programme leaders and Eco-tour operators. Keep FAQ's up to date and inline with the law.
- Accompany visiting groups on day tours around Tasikoki and off site, ensuring nature conservation education continues and that off-site arrangements for transport and catering are delivered to an acceptable standard.
- Make the necessary arrangements to support the safe and economical arrival of all guests/volunteers. Ensure they receive a warm welcome, receive an induction, complete necessary paperwork and ensure they have a comfortable stay and an informed and enjoyable experience.
- Manage and arrange the social activities for the volunteers days off and evenings.
- Ensure the security team are aware of all guest arrivals/departures.
- Ensure cooks and housekeeping are aware of all bookings and requirements so rooms and meals can be arranged in a timely manner.
- Ensure your department and all occupied buildings in Tasikoki are kept clean and tidy. Housekeeping must be provided with daily cleaning schedules and the quality of their work must be inspected/reviewed. Building maintenance requests must be recorded and reported to the General Manager.
- Ensure catering and food hygiene is of a high standard and remains inline with Tasikoki ethics. Take note and communicate the special dietary requirements of all guests.
- Reduce waste

- Manage the Tuck Shop to ensure all stock is ethical and ensure accurate recording of sales and inventory. Promote sales of ethical merchandise.
- Hold regular meetings with the cooks, housekeepers/cleaners and volunteer co-ordinators, discuss/highlight key issues, update your team on organizational announcements and track all progress in line with Tasikoki's Vision, Mission & Objectives.
- Effectively manage and record all income, expenditure, stock usage and own the asset management records for your department.
- Manage, update and circulate the Wish List items for the Guest Services Departments.
- Assist the General Manager to provide quarterly reports to sponsors/donors who have provided restricted funds for Tasikoki and provide any other reports as and when requested to do so by the General Manager.
- Contribute to marketing and promotional activities on and off-site as directed. Update website, affiliates and social media content.

Person Specification:

- Experience in hospitality and customer service.
- Passionate about wildlife and nature conservation/environmental protection.
- Excellent people management skills, a proven team leader.
- Excellent communication and interpersonal skills.
- Excellent time management and organisation skills.
- Excellent IT skills.
- Good report writing skills.
- Cost-efficiency, budget planning and resource planning skills.
- Accuracy and attention to detail.
- Professional, reliable, trustworthy and environmentally friendly mind-set.
- Driving Licence is advantageous.
- Demonstrable team player capability.
- Good command of the English and Bahasa/Indonesian language.
- Comfortable with managing change and keen to challenge and improve existing processes.
- Confident in front of large groups
- Able to work across multi-functional processes

Other dimensions:

- Salary, Training & Benefits is Negotiable.
- On Site accommodation plus three meals a day is available.
- 12 Days Holiday.
- JAMSOSTEK
- Be contactable 24/7 and ready to attend Tasikoki in case of emergency
- Indonesian Citizen or those with a resident permit for Indonesia
- The role will be based near Bitung in Indonesia and will require local travel.