

Vacancy at N/a'an Ku Sê Wildlife Experience – TimBila Nature Reserve

An exciting and challenging opportunity is available for a **Volunteer Coordinator and Hospitality Manager (Couple Role)** to join our team. The successful incumbent will be based at the N/a'an Ku Sê TimBila Nature Reserve, 230km from Windhoek.

Overview

This combined role is designed for a couple to jointly manage and enhance the volunteer experience at TimBila N/a'an ku sê. Together, you will ensure smooth coordination of volunteer activities, research support, and hospitality operations. The aim is to create a safe, welcoming, and enriching environment for volunteers, balancing wildlife conservation engagement with high standards of accommodation and service.

Main responsibilities (but not limited to):

Volunteer Coordination & Experience

- Welcome and orientate new volunteers, providing tours and educational presentations.
- Plan and manage weekly activity schedules and itineraries.
- Lead and assist with volunteer activities, including wildlife observation, tracking, and game drives.
- Ensure volunteer safety and adherence to reserve and legal guidelines.
- Act as primary point of contact for volunteer queries and feedback.

Hospitality & Accommodation Management

- Oversee volunteer accommodation facilities, ensuring cleanliness, safety, and comfort.
- Supervise housekeeping and maintenance teams for daily and weekly tasks.
- Manage room allocations, dietary requirements, and meal service standards.
- Conduct regular inspections and coordinate repairs (plumbing, electricity, linen, furniture).
- Promote sustainable practices in waste management, energy, and water use.

Administration & Operational Oversight

- Manage volunteer reservations, accommodation bookings, and POS transactions.
- Maintain accurate records for logistics, payments, and inventory.
- Conduct weekly stock takes and manage supply ordering.
- Oversee shop sales and daily reconciliations.
- Attend weekly operations meetings and provide updates on facility and volunteer matters.

Maintenance & Research Support

- Assist with general upkeep of vehicles and volunteer facilities.
- Conduct research and camera trap maintenance, providing feedback to the Research Department.
- Support reserve management decisions through data collection and reporting.

Team Leadership & Coordination

- Supervise and train operational staff (housekeeping, kitchen, maintenance).
- Manage shift planning, performance reviews, and staff development.
- Foster a culture of accountability, teamwork, and respect.

Job requirements and skills:

Education & Qualifications

- Minimum: Grade 12 for Volunteer Coordination; Diploma/Degree in Hospitality, Tourism, or Lodge Management for Hospitality.
- Valid driver's licence and PDP.
- Valid first aid certificate.
- FGASA qualification (advantage).

Experience

- 3–5 years in lodge/camp management or volunteer/conservation settings.
- Experience in team leadership and operational logistics.

Skills & Competencies

- Passion for wildlife, conservation, and hospitality.
- Strong leadership, communication, and interpersonal skills.
- Wildlife and ecological knowledge (tracking, behaviour, ecosystems).
- Hospitality and housekeeping management expertise.
- Problem-solving, adaptability, and ability to work under pressure.
- Computer literacy (MS Office, GIS, POS systems).
- Cultural sensitivity and experience with international teams.
- Physical and mental stamina for outdoor work in remote areas.
- 4x4 driving skills and safety awareness.

Work Environment & Conditions

- Remote location, living on-site.
- Flexible hours, including weekends and public holidays.
- Outdoor work in varying weather conditions.
- High guest interaction and teamwork across departments.

Remuneration:

- A competitive salary package coherent to experience and qualification
- Accommodation is provided at the sites
- Membership of the Naankuse Medical Aid Group at own cost

Closing date for applications: 30 January 2026

To apply for this position, please follow the link or scan the QR code:

[Vacancy at N/a'an ku sê TimBila - Volunteer Coordinator & Hospitality Manager\(Couple Role\) – Fill out form](#)



Please note that we are an eco-friendly and paperless company, therefore hand-delivered CVs will not be accepted.

Only short-listed candidates will be contacted