

Terms of Reference: Hospitality Coordinator, Cobor Biodiversity Farm

- Start date: February – March 2024
- Employed by CAF (Carpathia Agro Finance)
- Type of work: full time, based in Cobor village

Overview

Foundation Carpathia Conservation is a non-governmental organization in Romania that aims to create a world-class nature reserve in the Southern Carpathians, for the benefit of biodiversity and local communities.

The Cobor Biodiversity Farm is a perfect blend of high nature value pasture, biodiversity conservation, organic farming, a warm tourist and business destination and a good place for horses and cattle. Between 2016 and 2018, FCC received grants from the Swiss Temperatio Foundation, to develop the land and the houses into a functioning biodiversity farm. The farm became an example of a successful conservation enterprise that aims to develop the local community, in perfect balance with the environment.

Main Tasks and Responsibilities

- Prepare the tourism offer (accommodation, food prices, group and corporate offers);
- Manage reservations and payments (communicate with guests, send offer details, manage the reservations in the booking system);
- Welcome guests and ensure a positive experience during their stay at Cobor; solve any issues that may appear;
- Organize group events, brunches, guides for groups, local experiences etc.
- Manage the facilities personnel (cleaning & cooking; bedrooms, seminar house, dining room, etc.)
- Monitor expenses and stay within the allocated budget, including primary accounting and stock management
- Continuously improve the tourism services offered and ensure the agreed quality standards are met
- Deliver memorable experiences to visitors, that help raise awareness of conservation, local culture and natural values;
- Ensure a sustainable and efficient management of tourism revenues;
- Support CAF administration in setting appropriate fees for tourism activities;
- Work in collaboration with the Communication Department to provide relevant content and stories for the website;
- Carry out any other duties assigned by the line manager.

Requested Key Qualifications

- Minimum Bachelor's degree or equivalent in Tourism, Marketing or any related areas;
- At least 1-3 years of relevant experience with demonstrated success in tourism/eco-tourism/rural tourism;
- Good leadership and team work abilities;
- Ability to work under pressure;
- Excellent inter-personal skills, including the ability to develop and maintain strong relationships at all levels;
- Fluent in Romanian; excellent oral and written communications skills in English (German or another additional language is a plus);
- High personal ethics, a commitment to conservation and passion for nature;
- Ability to work in a remote environment (in Cobor village)
- Advanced Microsoft Suite skills
- Clean drivers' license (category B)