**Vacancy Announcement**

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| **Position Title:** | **NEPL NP Ecotourism Operation Manager** |
| **Position Type**:  | Full time |
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| **Work Location:** | The NEPL Management office in Hiam District, Houaphan Province with occasional travel to work in other work locations, villages, districts, provinces, and VTE headquarters as required. |
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| **Contract duration:** | 1 year duration with possibility of extension |
| **Job Purpose Summary:** | In Nam Et-Phou Louey National Park (NEPL NP), wildlife ecotourism program opened in 2010 and currently has two products within 4 villages: the Nam Nern Night Safari and the Trekking Trail Network. ***This position will be responsible for all aspects of operations of the existing NEPL NP’s ecotourism products to ensure an excellent visitor experience, positive impact on wildlife conservation, and an overall long-term sustainability of the program by coordinating a transition to a new management model.*** |

**KEY RESPONSIBILITY**

The main responsibility of this position is to provide oversight, support and leadership to the NEPL NP’s ecotourism team to ensure a high quality, safe ecotourism products that are directly linked to conservation outcomes and that continue to provide benefits to the communities and the national park.

1. **Planning-Monitoring-Reporting:** Supervise the planning and reporting of the NEPL NP's ecotourism program. Manage annual and monthly activity planning and budgets, analyze activity results, and produce technical reports.
2. **Capacity Development and HR:** Enhance the NEPL NP team’s skills and knowledge in ecotourism management and development through daily oversight and support, as well as by coordinating capacity-building activities for the ecotourism community service providers.
3. **Quality Ecotourism products and infrastructures:** Ensure that the existing ecotourism products meet high visitor satisfaction and safety standards while aligning with WCS and NEPL NP values and conservation objectives. Identify opportunities for improvement.
4. **Marketing & Communications:** Ensure effective communication across NEPL NP’s channels, including the website, social media, promotional materials, visitor center, and tours. Leverage positive media exposure opportunities, strengthen and build collaborations with sustainable tour operators, and address visitor complaints to improve service quality.
5. **Positive Conservation impact:** Oversee and improve the existing ecotourism model to ensure that NEPL NP’s ecotourism program has a positive impact on wildlife conservation and that all ecotourism activities are consistent with the conservation objectives of WCS and NEPL.
6. **Transition to a Private For-Profit Social Enterprise:** Play a coordinating role in the potential transition of the existing NEPL NP ecotourism products to a private, for-profit, social enterprise business model.
7. **Tour interpretation and guiding.** Be willing to lead tours and provide a quality interpretation to the NEPL NP visitors in the event that other ecotourism guides are not available.

*Please note that the above TOR constitutes only the main responsibilities and duties of this position. As WCS Laos is a flexible organization, staff members are expected to undertake any other tasks that are allocated to them, but which are not part of their regular TOR.*

**Qualifications Requirements:**

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| **Minimum Qualifications** | This position is ideal for someone with experience and facility in managing in a multi-stakeholder context, an ability to independently identify improvement needs and growth opportunities, and a passion for sustainable tourism and wildlife conservation. In addition, the following are required:**Education**:* Diploma or Degree in tourism, hospitality, business or marketing.
* National Tour Guide license is an asset.

**Work experience**:* At least 10 years’ work experience in sustainable tourism with clients from western countries (especially from France, Germany, UK, USA and Australia).
* At least 5 years' work experience in a management position.
* Experience working with government of Lao agencies.
* Experience in community engagement in northern Laos is an asset.
* Knowledge or experience in the fields of wildlife conservation and protected area management is an asset.
* Experience working with NGO organizations is an asset.

**Ability and skills:*** Advanced Lao and English language skills, both written and verbal, with excellent communication and presentation abilities.
* Understanding of Lao law in tourism business and tourism in protected areas.
* Strong work ethics and sense of responsibility. Ability to work independently and to lead a team, to coordinate and report activities in an efficient and organized manner. Cooperative attitude; reliable and honest.
* Ability to communicate effectively in a multi stakeholder context and with people from diverse nationalities and ethnic groups.
* Ability to work in remote field conditions.
* Computer literacy with MS Word, Excel, PowerPoint, Outlook. Social media (Facebook, Instagram) and WordPress Website management.
* Experience in basic data verification and analysis.
* Loyalty to the Wildlife Conservation Societies mission to sustainably manage wildlife in Lao PDR through capacity building of Lao counterparts. Interest in wildlife conservation, wildlife watching and birdwatching is an asset.
* Design and Photography skills are an asset.
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