

Job Advertisement:

General Manager

Are you an experienced and highly motivated individual with a passion for the tourism industry? Do you thrive in a fast-paced and dynamic work environment? If so, we have an exciting opportunity for you!

Royal Star Expeditions, a leading tour and travel agency based in Nairobi, Kenya, is seeking a skilled and strategic General Manager to join our team. As the General Manager, you will lead and oversee all aspects of our operations, ensuring the delivery of exceptional services and unforgettable experiences to our valued clients.

Responsibilities:

- Provide strong leadership and guidance to a diverse team of professionals, fostering a high-performance culture.
- Develop and implement effective business strategies and plans to achieve company objectives and financial targets.
- Identify new business opportunities, partnerships, and revenue streams to drive growth and increase market share.
- Ensure the highest standards of customer satisfaction by promoting exceptional service, attention to detail, and personalized experiences.
- Monitor and evaluate operational performance, analyzing key metrics and implementing necessary improvements.
- Maintain effective relationships with key stakeholders, including suppliers, tourism authorities, and partners.
- Stay updated on industry trends, market dynamics, and competitor activities to identify potential risks and opportunities.
- Uphold the company's strong reputation for ethical and responsible tourism practices.

Requirements:

- A degree or master's degree in Business Administration or a related field.
- Proven experience in the tourism industry, with a minimum of 5 years in a managerial role.
- Strong business acumen and a sound understanding of financial management, marketing, and sales principles.
- Excellent leadership and people management skills, with the ability to motivate and inspire a diverse team.
- Exceptional communication and interpersonal skills, with cultural sensitivity and the ability to connect with clients and stakeholders from various backgrounds.
- Strong problem-solving and decision-making abilities, with a keen eye for detail.
- A proactive and results-driven approach, with the ability to meet deadlines and achieve targets.
- Proficient computer skills, including MS Office and other relevant software.



ROYAL STAR EXPEDITIONS

If you are ready for a new challenge and have the qualifications and drive to lead a successful tour and travel agency, we encourage you to apply for the position of General Manager at Royal Star Expeditions.

To apply, please visit our website at www.royalstarexpeditions.com and upload your resume along with a cover letter outlining your suitability for the role. Applications will be accepted until 22 December 2023.

We thank all applicants for their interest, but only those selected for an interview will be contacted.

Join Royal Star Expeditions and be a part of an exceptional team dedicated to creating unforgettable travel experiences for our valued clients!



Your Travel Partner



+254 715 040035
+254 733580387



MIMA CENTER 3RD FLOOR. RM 18B



info@royalstarexpeditions.com
www.royalstarexpeditions.com