

Job advertisement

The **Eos Visions group** offers exceptional educational and enlightening travel experiences in combination with first-class destination management services in East Africa. Our main offices are located in Nairobi/Kenya and Kigali/Rwanda, and our policy and marketing work is coordinated out of our international head office in Germany.

We service the leading international professional associations, academic institutions, advocacy organizations and affinity partners, as well as their trusted operators. Far beyond impeccable delivery, exceptional attention to detail and experienced trouble-shooting, our customers value our strong understanding of their needs, the highly personalized planning, the professional research, the wide range of networks, the great personalities in our team, and the inspiration we build into every program.

Beyond the ordinary business focus of revenue generation, we aspire to a 'more-than-profit' model that adds a strong socio-economic value generation component and pervades every aspect of our work. This way, we strive to contribute to social change by creating opportunities for development in a broad sense.

For our office in **Kigali, Rwanda**, we are currently looking for several

Operations Officers / Tour Guides

About the job

As one of several Tour Guides you will be responsible for preparing uniquely tailored tours, for guiding clients on the tours designed for them and for evaluating and developing tours further. In more detail it is your responsibility to prepare each tour thoroughly and diligently, including extensive research, making appointments and booking locations and/or equipment. Once the client arrives you are with the client each day and you serve as the client's first contact person. During the stay of the client you make sure the client has an exceptional experience according to his desires. Towards the end of each tour and also immediately afterwards you ensure a proper evaluation.

About you

Educational background: You are the right person if you either have a university degree, preferably in or with an emphasis on history, communications, African politics, development studies, tourism or any other applicable field of studies, or if you can proof extensive experience (more than five years) in interacting with tourists from Western countries.

Experience: You are experienced in serving and/or working with people from different countries and cultural backgrounds. Ideally you have served tourists already, preferably in an African context or in other developing countries. Furthermore it is a must that you can prove experience in and cultural sensitivity for both the Western and the African ways of living.

Skills and competencies: You are highly reliable and flexible. You like planning and organizing and you are experienced in using a computer, MS Office and the internet to do so. Your strong creativity serves you well in generating new ideas and developing existing ones further. You enjoy working directly with clients and your strong charisma serves you well in making friends quickly. Your exceptional communication skills serve you well in these interactions and in representing an organization to clients and partners. You know Rwanda very well and ideally you have traveled to neighboring countries. You are fluent in English as well as in Kinyarwanda. Additional language skills are an advantage.

Gender: There are no particular requirements when it comes to gender, we welcome applications from both, women and men. However, we highly encourage women to apply as we want to support women in business.

Position information

Job title:
Operations Officer / Tour Guide

Company:
Eos Visions Rwanda

Location:
Kigali, Rwanda

Industry:
Educational tourism

Job status:
Full time

Remuneration:
To be discussed

Contact information and how to apply:

We only accept applications by email. Please include a cover letter, your resume/CV and applicable certificates of studies as well as letters of recommendation. Please email your application to: recruitment@eos-visions.com

Closing date:
March 12, 2012