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## CALL FOR APPLICATION FOR THE POSITION OF MAINTENANCE STAFF

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### Background:

Janjangbureh Tour Guides Association is made up of youth with a vision to conserve, protect and promote sustainable, inclusive and community-based tourism. The objective of the association is to contribute to the achievement of the Sustainable Development Goals through empowerment, shared learning whilst creating a conjucive and inclusive environment for young people. Being conscious of the role that youths play in the service of humanity and development of societies and the nation at large, the association aims to work with youth and women and communities in achieving the said goals under a mandate of youth leadership.

The Janjangbureh Visitor and Information Centre (VIC) is set up through the support of the EU funded Youth Empowerment Project to offer community tourism services by providing information on things to see and do, where to stay, shop, and eat to visitors to the island and surrounding communities. In addition, the Centre will also offer a range of services including booking and reservations for community tours and activities, accommodation, gift shop, restaurant, library with a co-learning space for youth.

The Centre put great emphasis on providing quality information and efficient customer service with the understanding that the reception visitors receive at the Centre will contribute to their overall experience, and will shape their perceptions of the island town and region. Raising awareness of tourism products and services in Janjangbureh and the region as well as collecting data on visitor feedback, and engagements is to ensure these objectives are being successfully realized.

The Janjangbureh Visitor and Information Centre supports the mission of the International Trade Centre the Ministry of Tourism and Culture and the Gambia Tourism Board to commit to the ideals of responsible and sustainable tourism practices, to increase the contribution of tourism to the economy, to raise the wellbeing of the citizenry while being cognizant of the need to continuously enhance visitors' expectation.

### Description of Duties/Responsibilities:

The Maintenance staff will work under the direct supervision of the Visitor Center Manager and in close collaboration with the Youth Center Manager, GTB Destination Manager and members of the Janjangbureh Tour Guides Association. The Maintenance Staff will be responsible for the following:

- Ensure the Freedom Tree is clean and tidy at all time.
- Ensure all guests are well received and taken through the tour of the Freedom Tree.
- Gathering and maintaining the requisite equipment for each tour.
- Ensure guests are provided with ethical, health and safety information about the Freedom Tree and related sites.
- Maintain a positive and friendly demeanor at all times.
- Record and report any unusual incidents or violation of safety guidelines.
- Support in the marketing and promotions of tours and activities.
- Support efforts on data collection.

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## Experience

- Minimum of two years' experience as a Tour Guide.
- Minimum of 1-year progressive experience in a similar role.
- Experience in planning and organizing activities and events.

## Education:

- A minimum of a High School diploma is required.
- Recognize certificate in tour guiding, or travel and tourism will be an advantage.

## Skills and Core Competences

- Capacity to stand and walk for extended periods.
- Good coaching skills.
- Adherence to prescribed safety codes.
- Excellent conversational skills with a knack for storytelling.
- Personable, humorous disposition.
- Ability to communicate in English; both written and spoken.
- Outstanding organizational, time management and improvisational skills.

## Language:

- Fluent in English and Wolof or Mandinka. Knowledge of other Gambian local languages is a plus.

## Duration:

- 6 months (with possible extension subject to satisfactory performance)

## Applicants

- Priority for this position is given to members of the Janjangbureh Tour Guides Association. Interested individuals from Janjangbureh and the surrounding with the requisite qualifications may also apply.
- The duty station for this position is Janjangbureh, Central River Region.
- All applicants should send a copy of their CV and Cover Letter via email to [pngoneh@intracen.org](mailto:pngoneh@intracen.org) on or before the **3<sup>rd</sup> of August 2021**

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