

Job Title: Junior Resort Manager

Location: Macaneta Beach Eco Resort, Macaneta Peninsula, Mozambique

Type: Full-Time

Starting Salary: Negotiable (dependent on experience)

Growth Path: Opportunity to evolve into a permanent Resort Manager

About Us:

Macaneta Beach Eco Resort is a one-of-a-kind destination located on the pristine Macaneta Peninsula, uniquely positioned between the Indian Ocean and the Inkomati River. What began in 1972 as a simple tavern serving fishermen has evolved into an eco-conscious resort offering bed & breakfast and self-catering stays, a full-service restaurant, eco-activities, conferencing facilities, and two stunning event venues. Since 2020, the resort has taken bold steps towards sustainability and responsible tourism with the launch of its on-site Eco Centre.

Position Overview:

We are looking for a **hard-working, ethical, and committed Junior Resort Manager** to help run day-to-day operations while learning the full scope of resort management. This role is ideal for someone with a hospitality qualification and 1–2 years of hands-on experience looking to grow into a leadership position. You will work closely with the owners and senior team and play a key role across all departments, from front-of-house and guest services to F&B, eco-activities, and event coordination in enhancing the guest experience, driving sales, and upholding service excellence.

Important: Only applicants with traceable references and verified qualifications will be considered. No chance takers – we're looking for someone serious about making hospitality their career.

This position is designed for a motivated professional looking to grow into a Resort Manager role. Performance, leadership initiative, creativity, and consistency will be evaluated over time to determine readiness for promotion.

Key Responsibilities:

Guest Services & Front Office

- Welcome guests and oversee check-in/check-out processes
- Ensure guest needs are met with warm and friendly, solution-focused service

- Oversee bookings, payments, and guest inquiries across digital and in-person platforms
- Maintain high standards of cleanliness and comfort in rooms and public areas
- Manage feedback and handle guest complaints professionally

Operations Management

- Supervise daily resort operations across accommodation, restaurant, activities, and events
- Support stock control, procurement, and inventory systems for the restaurant and housekeeping
- Maintain and implement checklists and SOPs across departments

Sales & Revenue Growth

- Help manage and improve bookings through online platforms and direct channels
- Upsell experiences (eco-activities, packages, events) to guests
- Collaborate with marketing team or owners to activate promotions and partnerships

Team Collaboration

- Assist with daily staff supervision and scheduling
- Foster a positive, respectful, and ethical team culture aligned with the resort's values
- Support the training and growth of staff members

Events & Activities

- Assist in the planning and coordination of weddings, conferences, and activities
- Ensure smooth logistics and exceptional service for all hosted events

Sustainability & Eco Centre

- Promote eco-friendly practices in daily operations

- Assist with programming and activities linked to the Eco Centre
 - Encourage guest participation in sustainability efforts and nature-based experiences
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Ideal Candidate Profile:

Minimum Requirements:

- Diploma or Degree in Hospitality Management or Tourism (required)
- 1–2 years of work experience in hospitality (e.g., lodge, guesthouse, hotel, or tourism operation)
- Traceable references from previous employers
- Certified qualifications (non-negotiable)

Skills & Attributes:

- Committed, responsible, and motivated to grow in the hospitality industry
 - Strong work ethic and hands-on approach to problem-solving
 - Strong organizational and multitasking abilities
 - Warm, energetic, and professional with excellent people skills
 - Results-driven: able to spot opportunities to improve sales and service
 - Computer literate (Microsoft Office, POS & booking systems)
 - Conversational fluency in Portuguese and English preferred
 - Comfortable working in a remote/rural setting
 - Passionate about nature, sustainability, and community engagement
 - Ability to work flexible hours as needed
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What We Offer:

- A chance to grow into a leadership position within a thriving eco-resort

- Exposure to all areas of resort operations — from guest services to events and eco-tourism
 - A supportive environment focused on sustainability, ethics, and community development
 - Onsite accommodation and meals provided, plus growth-based incentives
 - Room for growth into a full Resort Manager role
 - Opportunities to contribute to community and environmental impact
 - An inspiring work environment in one of Mozambique's most unique coastal locations
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How to Apply:

Please send your **CV, motivational letter, copies of qualifications, and two contactable references** to:

Email: info@macanetaresort.com

Only serious applicants with experience and references will be considered.