



EQUUS SILVANIA

A Travel Carpathia destination

EQUUS SILVANIA – LOCATION MANAGER

- Employer: Equus Sylvania
- Reports to: CEP Director
- Duration: permanent contract
- Location: Șinca Nouă

TERMS OF REFERENCE

Description of Equus Sylvania – Horse Riding and Wilderness Experiences

Located at the foothills of the Transylvanian Carpathians, Equus Sylvania is a centre for equestrian and wilderness experiences with a 11-bedroom guesthouse in the South of Transylvania, blending ecotourism, traditional gastronomy, and nature. Equus Sylvania is a part of the ecotourism programme of Foundation Conservation Carpathia through its Travel Carpathia llc. and thus supports the foundation's objectives. Alongside horse riding, guests can enjoy activities like wilderness hiking, wildlife watching, experiencing the rich nature with birds and flowers, and enjoying fine dining in this serene natural setting.

Equus Sylvania has a team of horse specialists and guides, stable staff, and hospitality staff for kitchen and cleaning. Travel Carpathia supports Equus Sylvania with a team for answering all the booking requests, a marketing team. Foundation Conservation Carpathia, owner of Equus Sylvania and Travel Carpathia, provides additional support through its legal, HR, communication, or financial departments.

Main duties and responsibilities:

The Equus Sylvania location manager is the link between the various teams (on- and offsite) to ensure synergies and smooth working processes. His/her role is to create this working environment where everybody knows what needs to be done and in which the guests of Equus Sylvania can find a pleasant atmosphere.



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Another very important task of the location manager is ensuring quality control and customer satisfaction. Equus Silvania prides itself to be the leader of equestrian tourism in Romania and to provide a unique wilderness experience – this claim must be ensured by the location manager.

Detailed duties

- Welcoming guests and ensuring a positive experience during their stay at Equus Silvania; solve any issues that may appear.
- Organising group events, brunches, guides for groups, local experiences etc.
- Maintaining constant communication on/off site.
- Deciding about dates and prices for the tourism programmes and accommodation/activities (together with the horse team leader).
- Developing new programmes and activities (horses and nature) together with the product development coordinator of Travel Carpathia.
- Coordinating marketing activities together with the marketing team of Travel Carpathia based on annual planning and budget.
- Issuing invoices (price template) for activities, beverages, accommodation and food for guests who come as individual clients (not part of an organised group).
- Employing/interviewing new seasonal guides together with the leader of the horse team (access to platforms for applications, e.g. Yard & Groom) and ensuring a sufficient number of seasonal guides throughout the year.
- Supervising onboarding of seasonal guides: Provide important information and guidelines for new guides, brief them, and supervise them throughout their stay.
- Supervising employment procedure for seasonal and permanent staff and cooperate on this with legal department of Foundation Conservation Carpathia.
- Create necessary job descriptions (TOR) together with the HR department.
- Planning the location's budget with the Tourism Manager of Travel Carpathia.
- Monitoring expenses and stay within the allocated budget, including primary accounting and stock management.
- Supervising the activity of the horse team.
- Overseeing and organising of necessary equipment and provision of stock for the guesthouse with a strong focus on local and organic products.
- Supervising cleanliness and kitchen standard in the guesthouse, supervise and manage inhouse staff.
- Overseeing cleanliness and standard in the horse stables and the property surface. Supervise and manage stable staff and daily workers for the garden.
- Ensuring a sustainable and efficient management of tourism revenues.
- Working in collaboration with the Communication Department to provide relevant content and stories for the website.
- Carrying out any other duties assigned by the line manager.



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Job Requirements

- University graduate
- Fluent in Romanian and in English (written and spoken), other language skills are of advantage.
- Candidates have to be well travelled with various levels of experience.
- Minimum 3 years of leading experience in comparable situations.
- Strong project management skills (creating work schedules, planning, managing suppliers, managing teams, volunteers, etc.)
- Strong orientation for solutions and customer satisfaction.
- Attention to detail without losing sight of the bigger picture.
- Results- and impact-oriented, with a focus on problem-solving.
- Good time management skills, well-organised, and responsible.
- Ability to work in a team as well as independently in fulfilling individual tasks.
- Strong digital skills (PC operation, MS Office, WordPress, social media platforms).
- High personal ethics, dedication to conservation, and passion for nature.
- Category B driving license