



Eco-Social Development Organization (ESDO)

Service Manager

Application Deadline: **2 Oct 2024**

Summary

Vacancy: **03**


Age: **at most 35 years**

Location: **Dhaka, Jamalpur ...**

Salary: **Tk. 20000 - 25000 (Monthly)**

Experience: **At least 3 years**

Published: **22 Sep 2024**

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Requirements

Education

Bachelor's degree in Hospitality Management, Business Administration, or a related field.

Experience

- At least 3 years
- The applicants should have experience in the following business area(s):
NGO

Additional Requirements

- Age at most 35 years
- Only males are allowed to apply
- Minimum of 3 years of experience in a managerial role within hospitality or guest house management.
- Strong leadership and communication skills with the ability to motivate and manage teams.
- Experience in budget management, customer service, and staff training.
- Familiarity with eco-friendly and sustainable management practices is a plus.
- Proficiency in MS Office and property management software.
- Excellent interpersonal and communication skills.

- Strong problem-solving abilities and attention to detail.
- Ability to work under pressure and manage multiple tasks simultaneously.
- Strong organizational and time management skills.
- A passion for hospitality and eco-social development initiatives.

Responsibilities & Context

Eco-Social Development Organization (ESDO) started its journey in 1988 with a noble vision to stand in solidarity with the poor and marginalized. Being a peoples' centered organization, ESDO envisioned for a society which will be free from inequality and injustice, a society where no child will cry from hunger and no life will be ruined by poverty. Near about three decades of relentless efforts to make this happen, ESDO has embraced new grounds and opened up new horizons to help the disadvantaged and vulnerable people to bring meaningful and lasting changes in their lives. During this long span, ESDO has adapted with the changing situation and provided the most time-bound services especially for the poor and disadvantaged. A community focused and people centered approach has been adapted by ESDO while consideration was given to the national policy and Sustainable Development Goals (SDGs) as its guiding principle. ESDO is one of the most dynamic organizations expanding its development interventions across 337 upazilas under 53 districts of Bangladesh covering over 10 million poor and vulnerable people.

The Service Manager will be responsible for overseeing the overall operations of the ESDO Official Guest House and Training Center. This includes managing guest relations, ensuring high-quality service standards, coordinating with staff, and maintaining a well-functioning and comfortable environment. The Service Manager will work closely with other ESDO departments to ensure the facilities meet both the guest's expectations and organizational needs, particularly in supporting the organization's training programs and eco-social development initiatives.

ESDO is inviting applications from interested qualified candidates for the following position. It's a core position of the organizations.

Job Responsibilities:

Guest Relations:

- Greet and assist guests, ensuring they feel welcomed and valued.
- Address and resolve guest concerns or complaints in a timely manner.
- Ensure guests have a comfortable and enjoyable stay, providing personalized services when necessary.

Operations Management:

- Oversee day-to-day operations of the guest house, including housekeeping, maintenance, and security.
- Monitor and improve service quality across all areas (e.g., front desk, housekeeping, food and beverage).
- Ensure all amenities are well-maintained, and rooms are clean and organized.

Staff Management:

- Lead, train, and supervise staff in areas such as guest services, housekeeping, and kitchen services.
- Develop and implement staff schedules to ensure full coverage during peak and off-peak periods.
- Foster a positive work environment by encouraging teamwork and professional growth.

Training Coordination:

- Collaborate with ESDO's training and development teams to ensure smooth facilitation of training events at the center.
- Manage logistics for training programs, including setting up rooms, organizing refreshments, and ensuring the availability of necessary materials.

Budgeting and Financial Oversight:

- Manage the guest house budget, including cost control on inventory, maintenance, and guest services.
- Track and report financial performance, ensuring expenditures align with the budget.

Health, Safety, and Sustainability:

- Ensure compliance with all health and safety regulations within the guest house and training center.
- Promote eco-friendly and sustainable practices in line with ESDO's values (e.g., minimizing waste, energy conservation).
- Develop strategies for maintaining and improving the environmental impact of the guest house.

Facility Maintenance:

- Coordinate with maintenance staff to address any facility-related issues promptly.
- Oversee regular inspections to ensure the facility is in excellent working condition.

- Manage relationships with third-party vendors for repairs, supplies, and upgrades.

Workplace

Work at office

Employment Status

Full Time

Job Location

Dhaka, Jamalpur, Panchagarh, Rangpur, Thakurgaon

Job Highlights

ESDO is inviting applications from interested qualified candidates for the following position. It's a core position of the organizations.

Read Before Apply

ESDO does not tolerate any child & youth abuse. So, if you have any history of child & youth abuse in organization or personal life please abstains from apply here. After your selection or between the service periods if we found any misinformation, we will take legal action as per organization rules and county law.

ESDO does not tolerate any gender abuse. So if you have any history of gender abuse in organization or personal life please abstains from apply here. After your selection or between the service periods if we found any misinformation, we will take legal action as per organization rules and county law.

ESDO does not tolerate any kind of extremism/terrorism. So if you have any history of extremism/terrorism in organization or personal life please abstains from apply here. After your selection or between the service periods if we found any misinformation, we will take legal action as per organization rules and county law.

ESDO does not tolerate any corruption. So if you have any history of corruption in organization or personal life please abstains from apply here. After your selection or between the service periods if we found any misinformation, we will take legal action as per organization rules and county law.

Apply Procedure

Hard Copy

Interested candidates are requested to submit their resume with cover letter along with recent 02 copy of Passport size Photo, photocopy of all academic and experience certificates, NID card/Citizenship certificate including mentioning two references with email on CVs. Applications

should reach within 02/10/2024 by post or Courier or hand to hand delivery to: Head of HR, Human Resources Department, Eco-Social Development Organization (ESDO), Collegepara (Gobindanagar), Thakurgaon-5100, Bangladesh or Apply through ESDO online portal (<https://career.esdo.net.bd/>).

Applications should be submitted within 02/10/2024 by 5.00PM. Only shortlisted applicants will be contacted and called for interview. Equal opportunity, promoting women & children rights is mandate of ESDO.

Apply URL:

<https://career.esdo.net.bd/>

Company Information

Eco-Social Development Organization (ESDO)

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Address:

Collegepara (Gobindanagar), Thakurgaon-5100 Bangladesh

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