



Republic of Namibia

## EXTERNAL JOB ADVERTISEMENT

The National Youth Service, an equal opportunity employer, invites all interested candidates who possess necessary experience to apply for the following position.

**JOB TITLE** : **TRAINING OFFICER, HOSPITALITY- FRONT OFFICE OPERATIONS AND GERMANY LANGUAGE TRAINER (C3)**  
**DUTY STATION** : **RIETFontein Training Centre**  
**EMPLOYMENT TYPE** : **PERMANENT**

### PURPOSE OF THE JOB

To engage in workshop instruction and training, including the academic, administrative, educational, and disciplinary aspects and to organize extra and co-curriculum activities to increase trainees' knowledge and skills and prepare them for employment.

### KEY PERFORMANCE AREAS (KPAs)

- Identifies training needs within the trade and makes recommendations to direct Superior.
- Designs relevant assessment tools and subject related material.
- Inspects compliance with Health & Safety procedures and hospitality industry standards during training.
- Prepares practical and theoretical training materials, visual aids, exercises etc. and venue for training.
- Conducts trainee assessments and evaluation of trainee performance.
- Facilitates the job practical training and evaluates trainee's logbook and makes recommendations or simulation and assesses trainees through observation.
- Moderates theoretical and practical training and assessment in line with NTA standards.
- Liaises with industry stakeholders (hotels, lodges, tourism operators) to align training with current market needs.
- Train trainees in front office technology (reservation systems, telecommunication tools, record-keeping software).
- Organize extra-curricular activities (mock reception days, finance simulations, customer service competitions)
- Coach trainees on soft skills such as etiquette, conflict resolution, teamwork and cross-cultural communication.
- Align language training with hospitality modules such as front office systems, food & beverage
- Participates in the evaluation and assesses the content relevance of approved training manuals and makes recommendations for improvements.

### MINIMUM REQUIREMENT

- A relevant National Diploma in the applicable trade (NQF level 6) and National Vocational Instructor Diploma, TVET Certificate.
- Minimum German proficiency at B2 level or equivalent qualification from an accredited institution. (foreign qualifications must be evaluated by the Namibia Qualifications Authority).
- At least 3 years teaching or industry experience in hospitality and tourism
- Strong computer literacy and knowledge of front office systems (Opera PMS, Fidelio, innkeeper or similar).
- Driver's License.
- Namibian Citizen.
- Trainer of Trainer course, Assessor and Moderator course, will be added advantage

**HOW TO APPLY**

Application letter, CV and certified copies of qualifications as well as Identification Documents (ID) should be submitted to: [recruitment@nys.com.na](mailto:recruitment@nys.com.na) (kindly indicate the position applied for as a subject) or hand delivery to the Human Resources Department @ NYS House, 12-14 Haddy Street, Windhoek West. Candidates from designated groups as defined in the Affirmative Action Act (1998) will receive preference. Applicants who do not meet the criteria, need not to apply.

**ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.**

**Closing date** : Friday, 28 August 2026

**Enquiries** : Mrs. Anastasia Katoma @ 061 415522.

