



## MANGALIS HOTEL GROUP (MHG) IS RECRUITING CHIEF OPERATING OFFICER (M/F)

### JOB DESCRIPTION

**Job Title:** Chief Operating Officer (COO)

**Position Level:** Executive Committee

**Category:** Senior Executive

**Reports to:** CEO – Mangalis Hotel Group

**Supervises:** All General Managers – Mangalis Hotel Group

Mangalis Hotel Group represents a unique blend of natural materials enhanced by bold technological innovation. Founded in 2012 by Teyliom Group, Mangalis is on a mission to revolutionize the African hospitality industry through its three brands:

**NOOM Hotels** (upper upscale segment)

**SEEN Hotels** (midscale segment)

**YAAS Hotels** (economy lifestyle segment)

Mangalis' ambition is to become a benchmark in the African hospitality sector by offering rooms, suites, and residences internationally recognized for their innovation, quality, and excellence.

### GENERAL MISSIONS

Under the supervision of the CEO, the COO is responsible for planning and implementing the operational strategy of Mangalis Hotel Group. In this capacity, the COO's objectives include managing customer relationships, driving continuous process improvement, optimizing human resources, and enhancing production resources.

### ORGANIZATIONAL STRUCTURE

The COO reports directly to the CEO of Mangalis Hotel Group.

### JOB DESCRIPTION

#### Strategic Planning:

The COO is responsible for planning and implementing the company's operational strategy. Working closely with hotel General Managers, the COO defines objectives and priorities and establishes action plans to achieve them.

#### Customer Relationship Management:

The COO oversees customer relationship management across all Group hotels, ensuring guest satisfaction and that customer requests are handled promptly and efficiently.

#### Procurement and Logistics Management:

The COO is responsible for procurement and logistics, ensuring that purchases comply with Group standards and requirements, and that deliveries are completed within the required timelines.

#### Human Capital Management:

The COO ensures that hotels have the necessary skills to achieve their objectives and that employees are properly trained and motivated. The role includes supervising operations staff and ensuring performance targets are met.

#### Continuous Improvement:

The COO is responsible for the continuous improvement of hotel processes, implementing monitoring and control mechanisms to ensure optimization and the identification and elimination of inefficiencies. This includes analyzing data and performance indicators and adjusting processes as needed.

#### Quality Management:

The COO ensures the quality management of the company's products and services, guaranteeing compliance with the highest quality standards and overall customer satisfaction.





## MANGALIS HOTEL GROUP (MHG) IS RECRUITING CHIEF OPERATING OFFICER (M/F)

### REQUIRED PROFILE

Bachelor's or Master's degree (4–5 years of higher education) in Hospitality Management or Business School.  
Significant experience in hotel management.  
Minimum of 10 years' proven experience as a General Manager or in a similar role within the hospitality industry.  
Experience coordinating General Managers is highly recommended.

### KEY SKILLS FOR SUCCESS

Strong skills in Management, Marketing, Finance, Communication, and Human Resources.  
Initiative-taking and decision-making mindset.  
Solid technical expertise across all operational aspects of hospitality.  
Strong customer orientation, ethics, and values.  
Proven team management and leadership skills.  
Ability to manage operations in a dynamic and demanding environment.  
In-depth knowledge of trends and challenges in the luxury hospitality sector.  
Excellent interpersonal skills, initiative, and results-driven mindset.  
Strong communication skills; proactive and highly motivated.  
Open-mindedness, positive attitude, adaptability, flexibility, and ability to work in diverse environments.  
Good knowledge of hotel management software.  
Excellent customer service skills.  
Reliability and ability to multitask and perform under pressure.  
Strong leadership capabilities and keen attention to detail.  
Advanced level of English is mandatory.

### CORE VALUES OF MANGALIS

- Putting the customer at the heart of everything we do
- Honesty
- Respect
- Innovation
- Proactivity
- Adaptability
- Ability to work in a cosmopolitan environment

### HOW TO APPLY

Send an email to: [careers@mangalis.com](mailto:careers@mangalis.com)

Subject line: "COO MHG"

Include:

CV

Cover letter

**Application deadline:** February 20, 2026

