



## TERMS OF REFERENCE

**Position:** Philippine Eagle Center (PEC) Manager  
**Reports to:** Director for Operations  
**Location:** Philippine Eagle Center, Davao City  
**Employment Type:** Full-time

### Purpose of the Role

The PEC Manager is responsible for operating the Philippine Eagle Center as a premier conservation education and ecotourism facility in Mindanao. As the Center's main Visitor Relations Officer, you will ensure top-tier visitor experience and strong stakeholder engagement. You will oversee daily operations, supervise key staff, uphold high standards of animal welfare, and approve key educational themes and MOA recommendations. You will also coordinate with the Maintenance Supervisor and other units to ensure seamless delivery of services and infrastructure upkeep.

Key Responsibilities	
Center Operations	Oversee ticketing, visitor services, and safety. Coordinate with the Maintenance Supervisor (via Logistics) for implementation of repairs and scheduled maintenance. Update and enforce operational SOPs. Manage inventories, schedules, and utilities.
Animal Welfare Coordination	Coordinate with the Animal Welfare and Database Officer, Conservation Breeding, and Veterinary teams to ensure enclosures meet species-specific standards for cleanliness, space, enrichment and welfare; support implementation of care protocols, enrichment plans, and emergency response procedures.
Facility & Exhibit Management	Maintain visitor areas, exhibits and signage. Recommend and implement at least two thematic improvements per year to enhance site appeal and align with the annual education theme.
Staff Supervision	Supervise the Education Officer, the Internship & Volunteer Engagement Officer, the Reception & Ticket Clerk and the Gift Shop Clerk—setting clear objectives, holding regular one-on-one check-ins, and conducting semi-annual appraisals.
Financial Oversight	Monitor revenues from entrance fees and retail outlets. Ensure proper cash handling, timely remittances and accurate financial records.



Stakeholder Engagement	Coordinate with LGUs, community partners and public institutions. Represent PEC in meetings, VIP visits and partnership activities.
Visitor Relations	Serve as the primary point of contact for guest concerns and grievances. Ensure timely resolution and proper documentation, and overall visitor satisfaction.
Academic Coordination	Approve and check recommendations of Memoranda of Agreements (MOAs) with schools and academic institutions for internships, immersions, and OJT programs.
Education Programming	Brainstorm with Education Officers and implement annual education theme that guides content, displays, and interpretive materials across the Center
Reporting & Administration	Prepare and submit monthly operational, financial, and animal-care reports. Track progress against targets and recommend corrective actions.

#### **SMART Deliverables & KPIs**

Objective	SMART Deliverable	KPI	Timeline
Cleanliness & Safety	Keep all visitor areas and exhibits clean and safe to the highest standards.	≥ 90% positive visitor survey rating on cleanliness; 100% completion of weekly safety checklists.	Weekly; Monthly
Revenue Oversight	Monitor PEC income from ticket sales and the gift shop, with zero audit issues.	Weekly sales reports submitted on time; zero discrepancies in monthly remittances.	Weekly; Monthly
Staff Supervision	Lead monthly one-on-one check-ins with all direct reports (Education Officer, Internship & Volunteer Engagement Officer, Reception & Ticket Clerk, Gift Shop Clerk) and complete two performance appraisals per year.	12 check-ins logged annually; 100% completion of semi-annual appraisals for all four direct reports.	Monthly; Semi-annual



Facility Maintenance	Coordinate with Logistics Officer to complete all scheduled maintenance tasks and implement $\geq 2$ site or exhibit improvements each year.	100% of planned maintenance tasks done; $\geq 2$ upgrades completed.	Monthly; Annual
Animal Enclosure Care	Conduct weekly inspections of all enclosures—assessing cleanliness, enrichment and animal health—and resolve any issues within 30 days of detection.	100% weekly inspection reports; $\geq 90\%$ compliance with welfare indicators; all issues closed within 30 days.	Weekly; Monthly
Visitor Engagement	Support and co-host $\geq 2$ educational or guided programs per month, achieving high participant satisfaction.	$\geq 2$ events/month; $\geq 80\%$ positive feedback.	Monthly
Stakeholder Meetings	Organize and lead $\geq 4$ coordination meetings per year with government, NGOs and community partners.	$\geq 4$ meetings held; positive partner feedback.	Quarterly
MOA Review & Education Theme	Approve MOA recommendations; initiate and oversee implementation of annual education theme.	100% MOA recommendations reviewed; education theme launched	Annual
Reporting Accuracy	Submit 12 comprehensive reports with no missing data fields.	100% on-time submissions; zero missing entries or inconsistencies.	Monthly

### Direct Reports

1. Conservation Education Officer
2. Internship and Volunteer Engagement Officer
3. Gift Shop Clerks



4. Entrance/Ticket Clerks
5. Maintenance Supervisor

**Skills & Experience**

1. Bachelor's degree in Environmental Science, Education, Tourism, or a related field;
2. At least 3 years of experience managing a facility, educational institution, or tourism site;
3. Strong leadership and interpersonal skills: capable of managing diverse teams;
4. Excellent guest service orientation with strong verbal and written communication skills;
5. Experience in coordinating with government, academic, and community stakeholders;
6. Familiarity with animal welfare standards and conservation education is an advantage;
7. Organized and detail-oriented with strong problem-solving capabilities;
8. Ability to work weekends, holidays, and during special events as needed.