

National Department of Tourism

The Department of Tourism is an equal opportunity, affirmative action employer. It is our intention to promote representivity (race, gender and disability) in the Department through the filling of these posts.

APPLICATIONS: Applications, quoting the relevant reference number must be forwarded for the attention of **Mr E Masindi** to Department of Tourism, Private Bag X424, Pretoria, 0001 or hand deliver at Tourism House, 17 Trevenna Road, Sunnyside, Pretoria, 0001

CLOSING DATE: **5 September 2016 at 16:00 (E mailed, faxed and late applications will not be considered)**

NOTE: In order to be considered, applications must be submitted on a fully completed signed Z83 form, accompanied by all required certified copies of qualifications, Identity Document, proof of citizenship/permanent residence if not an RSA citizen and a comprehensive CV (including three contactable references). It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). All instructions on the application form and this advert must be adhered to. Failure to comply with these requirements will result in the candidate being disqualified. Correspondence will be limited to short-listed candidates only. If you have not been contacted within three months of the closing date of this advertisement, please accept that your application was unsuccessful. The Department reserves the right not to make an appointment. Short-listed candidates will be subjected to screening and security vetting to determine the suitability of a person for employment.

POST: **COMMUNICATION OFFICER – CALL CENTRE (NDT21/2016)**
6 MONTHS FIXED CONTRACT

SALARY: R17 599 per month plus a monthly allowance of 37% in lieu of service benefits

CENTRE: Pretoria

REQUIREMENTS: A three year recognised degree/National Diploma (NQF6) in Tourism/Communications/ Public Administration or related fields and a minimum of two years Call Centre experience. Experience in working in the customer service space. Good negotiation, problem solving, computer literacy, customer focus, customer service, listening skills. Good telephone etiquette skills. Excellent interpersonal relationship and communication (written and verbal) skills. Ability to gather and analyse information. Ability to apply Batho Pele principles. General understanding of PAIA. Be able to work under pressure and should be a team player.

DUTIES: The successful candidate will perform the following tasks: Handle Call Centre enquiries from the public via telephone and/or email within prescribed prescripts. Handle presidential hotline queries. Research information about department and tourism sector and respond to enquiries. Assist at the Information Resource Centre and will therefore handle face to face enquiries as and when required. Responsible for information management. Produce reports on a monthly basis.

ENQUIRIES: Mr M Kelengeshe, Tel: (012) 444 6511

Note: short-listed candidates will be subjected to screening and security vetting to determine the suitability of a person for employment



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA

