

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: 17 August 2015 at 17h00 (E mailed, faxed and late applications will not be considered)

NOTE: In order to be considered, applications must be submitted on a Z83 form, accompanied by all required certified copies of qualifications, Identity Document, proof of citizenship 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). 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. All non SA citizens must attach a certified proof of permanent residence in South Africa. The Department reserves the right not to make an appointment.

POST: **SENIOR INFORMATION OFFICER: INFORMATION CENTRES X3 POSTS - (REF: NDT26/2015)**

SALARY: R243 747 per annum (an all-inclusive remunerations package)

CENTRE: Pretoria

REQUIREMENTS: An appropriate tourism qualification i.e. recognised Degree/National Diploma (NQF6). Extensive experience in national tourist information provision and services, administration, day-to-day management of a tourist information desk. Working knowledge on the development and management of tourist information databases. Good knowledge of tourism products across South Africa. Experience working in a visitor services environment with good knowledge and understanding of South Africa's tourism sector. Ability to capture, analyse, profile and compile reports on visitor statistics. Good computer literacy with good knowledge of search engines usage, MS Office applications (MS Excel, MS Word, MS Access etc.) Visitor/customer relationship management skills. Ability to compile analytical reports with statistical and infographics. Familiarity with airport operational environments. Ability to work as part of a collective. Ability to handle complaints with efficiency. Ability to deal with difficult clients. Problem-solving skills. Ability to multi-task and work under pressure with minimal supervision. Good communication skills (written and verbal). Excellent interpersonal attributes. Good organisational skills. A valid driver's licence and willingness to travel. Willingness to work irregular hours from different workstations when required to do so.

DUTIES: To render comprehensive and accurate tourist information services about South Africa to both domestic and international tourists from a National Tourism Information Gateway (NTIG) located at OR Tambo International Airport (ORTIA) or work from Head Office (HO) in Pretoria when required. Handle tourist enquiries in a professional and excellent customer service manner through face-to-face and electronic interaction advising visitors on available national, provincial as well as regional tourism products and services such as attractions, activities, accommodation and advice on services. The successful candidates will be required to work shifts either from between 06h00 and 14h00 or 14h00 and 22h00 as per roster. Handle telephonic and e-mail enquiries relating to tourism services, National Department of Tourism, stakeholders and *ad hoc*. Management of the NTIG/HO assets. Classifying and storing of tourist information using applicable computer applications. Provide administrative support at HO including the compilation of monthly, quarterly, annual and ad hoc reports for the Directorate Knowledge and Information Management.

ENQUIRIES: Mr G Mroke, Tel. (012) 444 6166

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



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