

ADVERTISEMENT

DEPARTMENT OF TOURISM

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

APPLICATIONS: Applications, quoting the relevant reference number, must be forwarded to the attention of Chief Director: HR Management and Development at Department of Tourism, Private Bag X424, Pretoria, 0001, or hand delivered at Tourism House, 17 Trevenna Road, Sunnyside, Pretoria, or by email as provided.

CLOSING DATE: 18 September 2026 by 16:30 (Late applications will not be considered)

NOTE: Application must include a Z83 form and CV only. The electronic application must be in PDF format and made up of a single document file. Indicate the correct job title and the reference number of the post on the subject line of your email. Applications quoting the relevant reference number must be submitted on the new form Z83, obtainable from any Public Service Department or on the internet at www.gov.za/documents. Received applications using the incorrect application for employment (old Z83) will not be considered. Each post(s) advert must be accompanied by its own application form for employment and must be fully completed, initialled, and signed by the applicant as instructed below. Failure to fully complete, initial, and sign the Z83 form will lead to the disqualification of the application during the selection process. All fields of Section A, B, C, and D of the Z83 must be completed in full. Section E, F, G (Due to the limited space on the Z83, it is acceptable for applicants to refer to their CV or see attached. However, the question related to conditions that prevent re-appointment under Part "F" must be answered, and the declaration signed. Only an updated comprehensive CV (with detailed previous experience, if any) and a completed and signed new Z83 application form are required. Only shortlisted candidates will be required to submit certified copies of qualifications and other related documents on or before the day of the interview, following the communication from Human Resources, and such qualifications (s) and other related documents (s) will be in line with the requirements of the advert. Applicants in possession of foreign qualifications must be accompanied by an evaluation report issued by the South African Qualifications Authority (SAQA) (only when shortlisted). Applicants who do not comply with the abovementioned instructions/ requirements, as well as applications received late, will not be considered. Correspondence will be limited to shortlisted candidates only. All shortlisted candidates, including the SMS, shall undertake two pre-entry assessments. One will be a practical exercise to determine a candidate's suitability based on the post's technical and generic requirements and the other must be an integrity (ethical conduct) assessment. Candidates will further be subjected to a personnel suitability check (criminal record, citizenship, credit record checks, qualification verification, and employment verification). Some of the interviewed candidates for Senior Management level vacancies may be subjected to a 2-day competency assessment that will test generic competencies. Appointment validity will be conditional to signing of the employment contract, performance agreement, and annual financial disclosure, and must attain a security clearance (vetting) applicable to the post. The Department reserves the right not to make an appointment. You are consenting to the Department of Tourism processing your personal information, subject to POPIA, by applying for this post.

AMENDMENTS: **DEPARTMENT OF TOURISM:** Kindly note that the following post that was advertised in Public Service Vacancy Circular 12 dated 10 April 2026 is withdrawn: Deputy Director: Tourism BBBEE Codes (Ref No: DT 21/2026).

Kindly note that the following post that was advertised in Public Service Vacancy Circular 18 dated 29 May 2026 is withdrawn: Deputy Director: BBBEE Liaison Council Admin (Ref No: DT 34/2026).

POST: **DEPUTY DIRECTOR: TOURISM COMPLAINTS MANAGEMENT (REF NO: DT 55/2026)**

SALARY: R 1 101 468 per annum (Level 12) (all-inclusive remuneration package consisting of a basic salary, the State's contribution to the Government Employees Pension Fund and a flexible portion that may be structured according to the MMS dispensation)

CENTRE: Pretoria

REQUIREMENTS: A recognised NQF Level 7 qualification in Public Administration, Tourism Management or relevant qualification. 5 years' experience in the field of consumer complaints of which 3 years must be at a supervisory level. Legal Background and Management Experience. Knowledge of Tourism, legislations and authorities pertaining to consumer complaints, labour and financial legislation, stakeholders and intergovernmental relations, understanding of government policies. Skills: Strategy development and analysis, Research, Project implementation evaluation and reporting, inter-governmental relations, coordination, change management, communication, client orientation, people management, negotiation. A valid driver's license (Persons with disabilities that prevent them from driving will still be considered).

DUTIES: In order to develop and implement a well-managed tourism complaints management system for mediation of tourism complaints, the successful candidate will be responsible for: Management of the mediation of tourism complaints. Establish and maintain a mechanism to receive and document all tourism complaints and referrals. Establish and maintain a working modus operandi with relevant authorities and codes of practices. Compile and generate quarterly tourism complaints reports highlighting statistical trends and patterns. Coordinate all policy matters pertaining to tourism complaints in collaboration with Legal Services where relevant and monitor the outcomes. Identify government interventions, norms and standards, guidelines, codes of practice, international best practice and regulations for consideration and implementation. Coordinate and monitor complaints outcomes. Accreditation of schemes or arrangements to resolve tourism complaints. Project and People Management.

EE REQUIREMENTS: Coloured Male and White Male candidates as well as Youth and People with Disabilities are encouraged to apply.

ENQUIRIES: Mr T Koena Tel. (012) 444 6154

EMAIL APPLICATION: Recruitment5526@tourism.gov.za