



ICC Durban (PTY) Ltd is the managing company for the Inkosi Albert Luthuli ICC Complex, which includes the Durban International Convention Centre (Durban ICC), the Durban Exhibition Centre and the ICC Arena. The Durban ICC is one of the most advanced conference facilities in the world, having been voted Africa's Leading Conference Centre by the World Travel Awards for 11 years.

GRADUATE PROGRAM: INFORMATION OFFICER

The Durban ICC is calling for suitable graduates to join our graduate program within the Marketing, Sales & Events Department. The graduate program is a 12 month programme.

The position within the Graduate Programme is that of an Information Officer. The incumbent will be required to perform tasks supporting live events within the Durban ICC which is a 24 hour business. The position reports directly to the Marketing, Sales & Corporate Affairs Manager/s, working closely with Sales & Event Project Managers.

QUALIFICATIONS, EXPERIENCE & COMPETENCIES

Minimum Qualifications

- Hospitality Management, Tourism / similar tertiary certification
- Good command of the English language (both written & verbal) & guest relations
- Computer literacy (Microsoft Word, Excel & Outlook)
- Preference will be given to candidates fluent in French, German, Spanish or any other language
- Tourism experience advantageous

Attributes

- Good communication skills.
- High tolerance for working under pressure.
- Confidence to deal with irate / difficult clients.
- Attention to detail and quality orientated.
- Willing to work flexi-hours (including weekends & public holidays) as and when business dictates.
- Team player

Key performance areas include but are not limited to:

- Welcome visitors, establish the nature of their business and direct them to the appropriate individual.
- Ensures knowledge of events taking place in the venue to be able to satisfy basic client queries.
- Provide concierge services to guests attending conferences and events.
- Assists with guest relations regarding feedback from clients and guests.
- Conducts site tours for the Durban ICC complex when requested.
- Handles telephonic enquiries for Marketing, Sales and Events.
- Provide marketing support when required.
- Attend to incoming telephone calls and transfer calls to relevant extensions.
- Ensure that the appearance of the reception area projects a professional image of the Durban ICC.
- Updates and forwards internal extensions, emergency numbers and frequent contacts to all personnel.
- Assists with any other tasks as requested by management as and when required.

To apply, forward a comprehensive CV for the attention of the Human Resource Officer, Durban ICC, 45 Bram Fischer Road, Durban, 4001 or via e-mail: recruitment@icc.co.za

Closing date for the CV submissions is **14 October 2013**.

Applicants who have not been contacted 30 days after the closing date should consider themselves unsuccessful.

Applicants with criminal records will not be considered due to the nature of business.


Julie-May Ellingsoh TRP (SA)
Chief Executive Officer