

# Where the World meets Africa



Durban ICC SOC Ltd is the managing company for the Inkosi Albert Luthuli ICC Complex, which includes the International Convention Centre Durban (ICC), the ICC 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 World Travel Awards 17 times.



AFRICA'S LEADING MEETINGS  
AND CONFERENCE CENTRE - AS VOTED  
BY THE WORLD TRAVEL AWARDS

**SALES AND EVENTS CO-ORDINATOR – TG11  
(12) MONTHS FIXED TERM CONTRACT  
R8 000.00 PER MONTH**

The Durban ICC is calling for suitable candidates to apply for the position of a temporary Sales and Events Co-ordinator. The incumbent will report directly to the Sales and Events Project Manager.

## The purpose of this job is to:

1. Perform specific activities associated with the administration and provision of sales activities by communicating and establishing client needs, forwarding accurate quotations / contracts, processing booking confirmations and cancellations.
2. Co-ordinate the project planning and control processes of various types of events held at the Inkosi Albert Luthuli ICC Complex.
3. Communicate on an on-going basis with the client before, during and after the event to ensure that the quality and professionalism of services rendered surpasses expectations contributing to positive return business and reinforcing the reputation of the centre as a preferred world class meetings, conferences and exhibitions venue.

## **QUALIFICATIONS, EXPERIENCE & COMPETENCIES**

### Minimum Qualifications

- A relevant tertiary qualification (NQF6 or higher): Sales Co-ordination; Banqueting Co-ordination, Event Co-ordination; Hospitality Management, Tourism or Project Management.

45 Bram Fischer Road, Durban, 4001 • P.O. Box 155, Durban, 4001, South Africa

+27 (0)31 360 1000 | sales@icc.co.za | www.icc.co.za | DurbanICC | @DurbanICC

**AFRICA'S LEADING CONVENTION CENTRE**

Durban International Convention Centre  
N. Langa, N. Makelo, V.G. Mashinini, S. Naidoo, B. Ndamase, S. L. Ntuli, L. E. Rakharebe, M. A. Rambally  
Durban ICC (SOC) Ltd • Reg. No. 1992/005887/30



## Experience and knowledge required

- 3 – 4 years experience in the tourism; events, sales, exhibitions , banqueting co-ordination; and or relevant Industry experience advantageous.
- EBMS experience advantageous.

## Attributes

- Computer literacy (Microsoft Word, Excel, PowerPoint and Outlook)
- Excellent communication skills
- Fluency in English both written & verbal
- Strong people management skills
- High tolerance for working under pressure
- Confidence in dealing with clients and service providers
- Must have excellent attention to detail with a proven track record for delivering high quality work
- Must be self- motivated
- Must be a team player
- Attend to audit requirements, investigate and resolve any audit findings
- Passion for the industry and sales target driven

## **KEY PERFORMANCE / MAIN ACTIVITIES OF THIS ROLE**

- Performing specific activities associated with the administration and provision of sales activities by communicating and establishing client needs, forwarding accurate quotations / contracts, processing booking confirmations and cancellations.
- Performing activities associated with the planning and co-ordination of events by meeting with and ensuring that the client's needs and expectations are met at each phase of engagement.
- Confirming event arrangements, up selling all services the centre and preferred suppliers have to offer, coordinating the drawing of floor plans and compiling detailed operational reports on the organisation's EBMS system.
- Ensuring adherence to government legislation linked to health and safety, ensuring compliance with ISO standards in the planning and co-ordination of events and ensuring adherence to the Durban ICC's policies and procedures.
- Preparing and monitoring the execution of key activities and tasks and meeting timelines associated with specific functions and events.
- Generating reports and maintaining electronic client records on the in-house system (EBMS) in order to ensure client requirements are promptly and professionally executed.
- Positively contributing to the growth in sales revenue for the Durban ICC.
- Invoice management of large or complex events.
- Contributing to creating a positive client experience with the Durban ICC in alignment with the brand attributes of the organisation.

The position requires the ability to follow laid down procedures and possession of the following competencies: planning complex events, communication, pro-activity, integrity, working flexible hours and adaptability.

**APPLICATIONS**

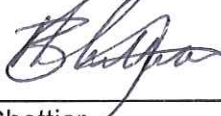
Applications must reach the Human Resources Department, Durban ICC, PO Box 155, Durban 4000 or 45 Bram Fischer Rd, Durban 4001 or via e-mail: [recruitment@icc.co.za](mailto:recruitment@icc.co.za)

Closing date for the CV submissions is **30 April, 2019**.

Applicants who do not meet the minimum requirements will automatically be disqualified from consideration

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

Applicants with criminal records will be required to declare such records with the full understanding that certain criminal activities may be considered to be incompatible with employment by the Durban ICC.



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Brenden Chettiar  
**ACTING HR DIRECTOR**

10/04/19

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**Date**