

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 for 21 years.

POSITION: SALES COORDINATOR X2 (TG 11)
MIN: R382 054.76 MAX R643 546.38 PER ANNUM
(INTERNAL & EXTERNAL)

The organization is calling for suitable candidates to apply for the position of Sales Coordinator. The Sales Co-ordinator will be required to coordinate project planning and sales processes for event enquiries at the Durban ICC, ensuring client needs are met through accurate communication, quotations, and administrative support.

QUALIFICATIONS, EXPERIENCE & COMPETENCIES

Minimum Qualifications

- National Diploma in Marketing/ Sales/ Project Management/ Event or Tourism Management.
- Minimum of 2-3 years' experience in the related field.

Attributes

- Client-focused and service-oriented.
- Strong attention to detail.
- Relationship management.
- Excellent communication and interpersonal skills.
- Ability to work under pressure and meet deadlines.
- Strong planning, organising, and prioritising skills.
- High level of integrity and accountability.
- Adaptability and problem-solving skills.
- Team player with collaboration skills.
- Professionalism and initiative.
- Technically proficient in relevant systems and tools.

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 in f X @DurbanICC

AFRICA'S LEADING CONVENTION CENTRE

Board Members:

Mr T Ndlela (Board Chairperson), Ms K.B.L Kunene (Lead Independent Director), Mr D.L Ngema, Dr S.K Mpungose, Ms N.C Sigudu, Mr M.C Nkomo, Dr. P Dala, Ms. L Kleinboo, Mr. T J T Cibane, Ms L.E Rakharebe, Ms M.A Rambally

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KEY PERFORMANCE / MAIN ACTIVITIES OF THIS ROLE

- Coordinate and manage client event enquiries, ensuring accurate assessment of needs and availability via the EBMS system;
- Prepare quotations and hire agreements using approved rate schedules and submit for necessary approvals;
- Secure client bookings by confirming deposits and finalising event confirmations within deadlines;
- Support the Sales team with the preparation of bids, quotations, and conversion of leads into secured business;
- Coordinate all late booking event requirements including sourcing service providers and processing pro forma invoices;
- Compile and distribute relevant event documentation (e.g. floor plans, operations reports, quotations) to clients and internal departments.
- Attend internal coordination meetings and pre-event briefings to ensure clarity of client requirements and execution timelines;
- Provide clients and suppliers with up-to-date information on ICC policies, ISO standards, and safety regulations;
- Process and manage all sales and event orders in EBMS, including service orders, contingency fees;
- Upsell ICC services by aligning offerings with client budgets and expectations;
- Maintain organised and audit-ready sales documentation, including digital records, correspondence, and booking files;
- Prepare sales and statistical reports reflecting proposal status, feedback, and conversion rates;
- Verify additional service charges for invoicing and oversee recovery of damages where applicable;
- Ensure commission claims are processed timeously and forwarded to finance for payment;
- Liaise with clients, service providers, and internal departments to ensure a seamless and professional client experience;
- Provide administrative and coordination support for owned events and repurposing projects.

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APPLICATIONS

The Durban ICC is committed to Employment Equity and particularly welcomes applications from suitably qualified Historically Disadvantaged Individuals (HDI). Preference will be given to suitable candidates who will assist the ICC in addressing its current transformational needs.

Persons with disabilities are encouraged to apply.

Applications must reach the Human Resources Department, Durban ICC, via e-mail: recruitment@icc.co.za

Closing date for the CV submissions is **17 SEPTEMBER 2026**.

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.

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