

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 REPRESENTATIVE (TG 12)
MIN R462 545.33 MAX R766 448.59 PER ANNUM
INTERNAL AND EXTERNAL

The organisation is calling for suitable candidates to apply for the position of a Sales Representative. The Sales Representative will be responsible for generating revenue by securing business for the Durban ICC through proactive sales, effective management of client enquiries, accurate preparation of quotations and contracts, and the delivery of exceptional customer service throughout the sales process.

QUALIFICATIONS, EXPERIENCE & COMPETENCIES

Minimum Qualifications

- National Diploma in Marketing/Project Management/Business Administration/Tourism Management
- Minimum of 3-5 years' experience in the related field

Competencies

- Team work
- Integrity
- Analysis and problem solving
- Judgment & decision making
- Information seeking/gathering
- Ability to work under pressure
- Planning, organising and prioritising
- Detail & quality focused
- Confidence in dealing with clients and service providers
- Excellent communication skills

📍 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.I. Kunene (Lead Independent Director), Mr D.I. Ngema, Dr S.K. Mpungose, Ms N.C. Sigudu, Mr M.C. Nkomo, Dr. P. Dala, Ms. L. Kleinbooi, Mr. T. J. T. Cibane, Ms L.E. Rakharebe, Ms M.A. Rambally

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KEY PERFORMANCE / MAIN ACTIVITIES OF THIS ROLE

- Generate new business by conducting sales calls with key accounts and repeat clients to increase sales volumes;
- Develop and maintain sales pipeline by identifying prospective clients, evaluating opportunities and converting qualified leads into confirmed business;
- Expedite confirmation of proposals and contracts to facilitate closure of sale;
- Conduct site tours with potential clients, stakeholders, industry partners and government departments to promote the Durban ICC;
- Arrange meetings with new clients with a view of converting the events to a confirmed business for the Durban ICC;
- Prepares and develops comprehensive proposals, bids, and contractual documents by engaging with prospective clients to identify and analyse their needs and requirements;
- Develops detailed proposals and contracts that clearly outline scope of work, associated costs, and liability provisions;
- Negotiate commercial terms such as pricing; contractual conditions; and value added offerings within delegated authority and approved discount structures;
- Prepare reports with statistical data outlining the status of proposals and or enquiries received from prospective clients;
- Maintain an updated database inclusive of follow ups and feedback from clients;
- Research and investigate sales trends within the hospitality industry and develop sales strategies to retain existing and prospective clients;
- Contribute to creating a positive client experience with the Centre in alignment with the brand attributes of the organisation;
- Conduct customer satisfaction engagements before, during and after events, escalating operational issues to the relevant departments where required.

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.

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

Closing date for the CV submission 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 their application as unsuccessful.

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