

Job Description

Job Title: Events coordinator

Job Purpose: To contribute to the CSIR ICC meeting its performance targets through teamwork and customer service and by maintaining and improving the Reservations Office standards, systems and procedures. To be the primary link between the Customer and the CSIR ICC's Operating Departments to ensure customer satisfaction (internal & external).

Responsibilities

- Sales: Identify opportunities and make use of experience to recognize potential client requirements and present potential clients with proposals, information and quotations required to secure potential business for the CSIR International Convention Centre (ICC) through internal sales (reservations), site inspections, client meetings, participation in exhibitions and networking functions.
- Optimise the booking of the CSIR ICC venues to ensure maximum client satisfaction balanced with maximum occupancy.
- Ensure that the Reservations Office standards, systems and procedures are maintained and that all event terms and conditions are met and billing information is correct to minimize risk and maximize sales.
- Event planning, organizational skills and customer service:
 - External customers (clients)
 - Build and maintain good relationships with external customers
 - Liaise with external customers to plan their event, advise them on the Centre's products and services.
 - Ensure that client requirements are carried out prior, during the event and post event ensuring external customer satisfaction.
- Internal customers (CSIR ICC staff and suppliers)
 - Build and maintain good relationships with internal customers
 - Consult with internal stakeholders and suppliers to convey client requirements and plan optimal products and services for client events.
 - Convey comprehensive information to these stakeholders timeously to ensure internal and external client satisfaction and excellent service delivery.
- Compliance: Ensure that all of the Reservations Office actions and responsibilities (tasks carried out) comply with legislation and CSIR policies and procedure to control risk including but not limited to contracting, deposit

and financial policies, PPPFA, liquor laws, safety at event laws, Consumer Protection Act, OHSAS 45001, ISO14001, ISO 9001:2015.

- Ensure that the information in the Centre's management information system (Rendezvous) is correct and updated at all times providing accurate and value adding information for the CSIR ICC operations departments and management reporting.
- Ensure that all activities and interactions carried out by the Reservations Office support a positive and professional market image of the CSIR ICC