

Job Description

Job Title: **CSIR ICC Event Coordinator**

JOB DETAILS		
JOB TITLE	:	CSIR ICC Event Coordinator
ADVERTISED JOB TITLE	:	CSIR ICC Event Coordinator
GRADE	:	
REPORTS TO	:	CSIR ICC Reservations Office Manager
UNIT	:	CSIR Conferencing & Accommodation
LOCATION	:	Pretoria
DATE	:	

JOB PURPOSE: (Provide a brief (2/3 lines) description of the main purpose of this job)
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).

ORGANOGRAM (Attach complete departmental structure to this document). Please provide below details:			
Total Number of Reports	Title of Direct Reports	Job Grade:	Nr of Incumbents
Direct: 0	-	-	-
Indirect: 0	-	-	-
Total: 0			

PRINCIPAL ACCOUNTABILITIES: (Provide details of what the main accountabilities are and how these are affected)	Measures: (Provide details of how it will be evident that the required accountability has been achieved)
<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - Monthly, quarterly and annual sales targets
<ul style="list-style-type: none"> - Optimise the booking of the CSIR ICC venues to ensure maximum client satisfaction balanced with maximum occupancy 	<ul style="list-style-type: none"> - Monthly, quarterly and annual sales targets
<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - Internal audit
<ul style="list-style-type: none"> - Event planning, organizational skills and customer service: <ul style="list-style-type: none"> o External customers (clients) <ul style="list-style-type: none"> ▪ 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. o Internal customers (CSIR ICC staff and suppliers) <ul style="list-style-type: none"> ▪ Build and maintain good relationships with internal customers 	<ul style="list-style-type: none"> - Customer satisfaction

<ul style="list-style-type: none"> ▪ 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. 	
<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - Internal audit
<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - Accurate value added reporting
<ul style="list-style-type: none"> - Ensure that all activities and interactions carried out by the Reservations Office support a positive and professional market image of the CSIR ICC 	<ul style="list-style-type: none"> - Customer feedback
<ul style="list-style-type: none"> - 	<ul style="list-style-type: none"> -

Work Related Dimensions		Yes/N	Detail
- Required to travel?		- No	-
- Responsible for more than one competency area / functional area?		- No	-
- Responsible for geographical area?		- No	-
Budgets (tick appropriate box)		Budget Amounts	
o Has sole responsibility for managing a budget		No	
o Has shared responsibility for managing a budget		Yes	Sales target of R45m
o Responsible for monitoring adherence to a budget only			n/a
o No responsibility for a budget			n/a
Minimum Experience (required in order to do the job, not actual experience of incumbent/s)		Minimum Qualifications (required in order to do the job, not actual qualification of incumbent/s)	
<ul style="list-style-type: none"> - 2 – 3 years' experience in a - Convention Centre, Conference Organising and/or hospitality industry with relevant experience of administrative systems, Event Coordinator - Customer service and sales 		<ul style="list-style-type: none"> - Matric - Tertiary qualification in either Marketing, PR, Hospitality, Communication or Event Management an advantage - CMP (Certified Meeting Professional) an advantage 	
		Minimum	
		Certifications/Accreditations	
		-	
Operational requirements (legally required in order to do the job for e.g. a Doctor requires a valid license to practice medicine)			
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Knowledge, skills and abilities (add technical competencies, skills and abilities – these are not found in the CSIR competency dictionary)			
<ul style="list-style-type: none"> - Interpersonal/Communication skills - Computer literacy and system proficiency (MS Office & Rendezvous) - Excellent communication skills - Attention to detail - Ability to work under pressure - Accuracy and systematic - Good time management skills - Problem solving skills - Sales - Customer focussed, service driven - Coordination skills - Planning & organising skills 			
Desired Experience		Desired Qualifications / Certifications / Accreditations	
- Five or more years' experience in an international conference environment		- National diploma in event management or business management	

Competencies	Description
- ETHICAL ORIENTATION	- The motivation and orientation to act in an ethical, transparent and morally defensible manner. It is the adherence to rules and procedure, and maintaining transparency in all dealings, while protecting privacy. In complex environments where rules are not clear Ethical Orientation is the capacity for sound ethical judgement, even in the face of pressures and constraints from others and the environment itself.
- QUALITY ORIENTATION	- Accomplishing tasks by considering all areas involved, no matter how small. It is about showing concern for all aspects of the job, accurately checking processes, tasks and the details, being watchful over a period of time hence maintaining a certain level of excellence.
- RISK PREVENTION	- Manage and communicate risk factors identified, and occurring or have occurred incidents.
- STAKEHOLDER MANAGEMENT	- Stakeholder management is a process planned and guided by underlying principles such as creating positive relationships with individuals or groups of people who have an invested interest in the organisation's projects, through the appropriate management of their expectations and agreed objectives.
- ASSERTIVENESS	- Assertiveness is about being able to hold one's own respectfully in the face of opposition, and exert one's influence confidently and firmly.
- DECISIVENESS AND ACTION ORIENTATION	- The ability to make firm and, if necessary, speedy decisions, sometimes with limited information, assesses risk associated with alternatives and accepts responsibility for the resulting action.
- ACCOUNTABILITY	- Accountability is the skill to take ownership for all responsibilities and to honour commitments, whilst operating in compliance with organisational regulations and standards.
- ATTENTION to DETAIL	- The ability to highlight inconsistencies and inaccuracies in detailed information and stay focused on relevant stimuli even in the face of distractors.
- CUSTOMER SERVICE ORIENTATION	- The willingness to anticipate, recognise and meet the needs of internal and external customers, however these may be defined by the business.
- PLANNING & ORGANISING	- The ability to define tasks and milestones to achieve objectives, while ensuring optimal use of resources to meet those objectives.
- SELF-MANAGEMENT	- The capacity to plan, manage, monitor and evaluate own workflow and output, anticipating obstacles, juggling priorities and following through on goals and commitments within agreed time frames. The competency includes the ability to work independently.
- SYSTEMS PROFICIENCY & TASK IMPLEMENTATION	- The ability to enhance processes and implement task by leveraging on systems in order to improve business efficiencies.
- VERBAL & WRITTEN COMMUNICATION	- The capacity to listen attentively, present information in a clear manner and respond appropriately to the verbal and written communication of others.

SIGNED / APPROVED:

Employee		Name		Date	
Direct Supervisor		Name	Karen Malherbe	Date	
HR Manager		Name	Siso Dlodlo	Date	
Unit/Function Head		Name		Date	
Exec Director / Centre Manager / Group Manager		Name	Bronwen Cadle de Ponte	Date	

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