



**INTERNAL AND EXTERNAL ADVERT  
GATE SUPERVISOR X 2 POST  
STATIONS: HLUHLUWE IMFOLOZI  
REGION: EAST  
FIXED TERM CONTRACT – TWO (2) YEARS**

**TOTAL REMUNERATION PACKAGE: R 180,000.00 p/a**

The KwaZulu-Natal Nature Conservation Board, trading as Ezemvelo KZN Wildlife, is a PFMA Schedule 3C public entity established in terms of the KwaZulu-Natal Nature Conservation Management Act (Act No. 9 of 1997).

**THE ENTITY:**

The entity is responsible for the management of nature conservation within the Province of KwaZulu-Natal including protected areas as well as the development and promotion of ecotourism and facilities within the protected areas. Ezemvelo KZN Wildlife wishes to appoint a suitable candidate for the position of Gate Supervisor.

**PURPOSE OF THE JOB**

To execute gate supervision duties effectively and efficiently in line with the Hospitality standards, in order to improve the profitability of the gate operations at Hluhluwe iMfolozi Park (HIP).

**QUALIFICATIONS**

- Grade 12 is mandatory
- Tourism/Hospitality related Certificate is mandatory
- Tourism/Hospitality related diploma desired
- Valid code EB Driver's Licence mandatory

**EXPERIENCE**

- 1 - 2 years' experience as a receptionist in a hospitality environment or in a customer care environment is mandatory
- 1 - 2 years' experience in using any of the hospitality management systems (e.g. Apex, Plus Point and SAP etc) desired
- 6 Months experience Supervisory mandatory

**KEY PERFORMANCE AREAS**

- Organizational resources looked after and maintained effectively.
- Ensure administration duties are carried out.
- Supervise the billing process as per the tariff structure.

- Monitor and ensure that staff greet visitors in a courteous manner and attend to them.
- Ensure that staff carries out the visitor identification and data capturing.
- Ensure that invoices and refunds are carried out, processed accurately and timeously.
- Ensure that voids are carried out per laid down standard operating procedures for voids.
- Ensure that accommodation quires are resolved, and that guest are directed appropriately.
- Monitor and ensure collation and completion of daily, weekly, and monthly visitors' stats.
- Ensure staff check guests exit permits and ensuring errors are rectified.
- Verify daily cash ups and float before handing over to the admin clerk and any discrepancies.
- Conduct staff meetings.
- Ensure that lost properties are dealt with appropriately.
- Ensure that front office is need and tidy.
- Ensure that all positions have job profiles and performance management is in place.
- Ensure staff are living and promoting Ezemvelo KZN Wildlife values.
- Ensure that HR data is collected send timeously.
- Manage incoming calls and radios appropriately.
- Ensure reception area, ablutions and garden is kept clean, neat and tidy at all times.

#### **KEY COMPETENCIES**

- Knowledge of Hospitality and customer care.
- Reservation and property management system.
- Supervisory knowledge.
- Basic knowledge of Health and Safety Legislation.
- Basic knowledge of conditions of employment.
- Basic knowledge of Financial and Supply Chain policies
- Verbal and written communication skills.
- Resource utilization
- Guest relation skills
- Must have basic knowledge of macro soft word and excel.
- Must have knowledge of reservation system (Fidelio, Computer Logging system, Room seeker, Rafos, Apex system, E-res, etc.)
- Knowledge of MS word, Excel, and PowerPoint.
- Fluent in English. Knowledge of Afrikaans would be an added advantage.

#### **ACCOMMODATION**

Hours of work will be **flexible** in response to the gate's operational requirements.

Please note that staff housing might be provided at a nominal rental, when available

#### **DIRECTIONS TO APPLYING CANDIDATES:**

The following **mandatory documents** must be submitted.

- a) Fully completed EZEMVELO Application Form for Employment (available from <http://www.kznwildlife.com/careers>) (applications with incomplete forms **will not** be considered).
- b) Only shortlisted candidates will be required to submit certified application supporting documents, including qualifications certificates, Driver's License, Identity Document (ID) etc.

The appointment to the post is subject to a positive outcome obtained from all verifications in relation to the position advertised.

Applicants are encouraged to apply for posts through the KZN online e-Recruitment system at [www.kznonline.gov.za/kznjobs](http://www.kznonline.gov.za/kznjobs) or submit their Ezemvelo application form directly to the following email address [recruitments@kznwildlife.com](mailto:recruitments@kznwildlife.com).

Applicants may also visit any KZN Department's and Public Entity's Designated Online Application Centres (DOACs) where staff will assist you with applying for jobs on the KZN online e-Recruitment system or receiving your hardcopy application.

You can find the list of Designated Online Application Centres (DOACS) at [www.kznonline.gov.za/kznjobs](http://www.kznonline.gov.za/kznjobs).

Please note that applicants should only use **one** of the following methods when applying for a post:

- either through the online e-Recruitment system,
- emailing Ezemvelo application form directly to [recruitments@kznwildlife.com](mailto:recruitments@kznwildlife.com)
- submit a hardcopy application to one of the Designated Online Application Centres (DOACS)

#### **EZEMVELO DESIGNATED ONLINE APPLICATION CENTRES (DOACS)**

- INGWE ROOM, EZEMVELO KZN Wildlife (Head Office); Queen Elizabeth Park; 1 Peter Brown Drive; Montrose, Pietermaritzburg 3201.

For any queries relating to this job-application please contact Recruitment Office on **033 845 1761** during office hours.

**Closing Date: 22 July 2024**

Applications received after the closing date will **not** be considered. Applicants not contacted within 30 days of the advertisement closing date should consider their applications unsuccessful. Selection will be made in terms of the Organization's Employment Equity Plan and Preference will be given to members of designated groups. Ezemvelo KZN Wildlife reserves the right not to make the appointment towards this post.