



**INTERNAL AND EXTERNAL ADVERT
GATE RECEPTIONIST X 11 POST
STATIONS: HLUHLUWE AND IMFOLO
REGION: EAST
FIXED TERM CONTRACT – TWO (2) YEARS**

TOTAL REMUNERATION PACKAGE: R 108,000.00 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 Receptionist.

PURPOSE OF THE JOB

To execute gate reception duties effectively and efficiently in line with the Hospitality standards, as well as provide accurate information about facilities and activities including events of the Resort for the purpose of maximising guest satisfaction within the resort.

QUALIFICATIONS

- Grade 12 is mandatory
- National Certificate/ Skills Programme in Hospitality Reception / Equivalent is mandatory

EXPERIENCE

- 1-2 years' experience in hospitality environment or in a customer service environment is mandatory

KEY PERFORMANCE AREAS

- Taking care of organizational resources.
- Billing accuracy as per the tariff structure.
- Ensure that only authorised visitors are allowed to Ezemvelo reserves and facilities.
- Provide and maintain customer service by greet visitors in a courteous manner and attend to them.
- Perform all gate administrative and financial administration.
- Visitor identification and data capturing.

- Accurately carry out transactions on point of sales.
- Ensure that voids are carried out per laid down standard operating procedures for voids.
- Direct visitors appropriately.
- Handle guest complaints and feedback.
- Check guests exit permits and ensuring errors are rectified.
- Collate and Complete daily, weekly, and monthly visitors' stats.
- Check guests exit permits and ensuring errors are rectified.
- Conduct daily cash up and inform supervisor of any discrepancies.
- Liaise with the main office staff regarding resort daily operations.
- Report faulty systems to management timeously.
- Living and promoting Ezemvelo KZN Wildlife values.
- Manage incoming calls and radios appropriately.
- Ensure reception area is clean, neat, and tidy always.
- Ensure that the display of promotional items is always neat and tidy.
- Monitor stock levels of promotional items and advise supervisor when there are any discrepancies.

KEY COMPETENCIES

- Knowledge of basic financials.
- Knowledge and understanding of customer service.
- Verbal and written communication skills.
- Interpersonal skills.
- Resource utilization.
- Guest relation skills.
- Administration skills.
- Cash handling skills.
- Must have basic knowledge of macro soft word and excel.
- Must have knowledge of reservation system (Fidelio, Computer Logging system, Room seeker, Rafos, Pluspoint, Apex system, E-res, etc.)
- Fluent in English and Knowledge isizulu and Afrikaans

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 or submit their Ezemvelo application form directly to the following email address 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.

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
- 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.