



POSITION: Guest Information Officer

DEPARTMENT: Communication & Guest Information

GRADE: Peromnes Grade 14

REQUIREMENTS

BRIEF DESCRIPTION OF JOB:

Provide an efficient, professional, courteous service in areas of contact with Guests at Guest Relations Kiosk, Welcome Centre, Shows stadiums and throughout uShaka Marine World.

QUALIFICATIONS AND EXPERIENCE:

- Matric/Grade 12
- Qualification on Public Relations or Tourism would be an added advantage
- Guest Relations Officer/Public Relations Officer experience (advantageous)

Internal Applicants that have successfully completed a Durban Marine Theme Park talent management programme and display the necessary competence for the position will also be considered.

PERSONAL ATTRIBUTES/CAPABILITIES:

Good problem solving skills

Minimum supervision

People orientation

Work on weekends and Public Holidays

Ability to perform under pressure

KEY RESPONSIBILITIES OF THE ROLE:

- Handle all guest related queries including information on promotions, function and general questions about uShaka Marine World



- Act within procedural parameters.
- Issue, receive, and maintain all pagers and other communication systems.
- Write and communicate all complaints
- Ensure prescribed standards are maintained in terms of maintenance, security, marketing, public relations, operations and hygiene within the
- Prescribed working area.
- Responsible for and ensure a high level of personal service & be highly visible to guests & staff alike.
- Responsible for and ensure that pleasant, friendly and helpful behavior is maintained at all times.
- Have a thorough knowledge of all facilities and services offered by uShaka Marine World.
- To ensure a professional image at all times.
- To attend and be attentive to training as and when required.
- Collect Surveys from Guests regularly.

Preference will be given to employees from the designated groups in line with the provisions of the Employment equity Act, No. 55 of 1998 and any amendments thereto), uShaka Marine World's internal recruitment policy as well as uShaka's employment equity plans

OPENING DATE FOR APPLICATIONS: 04 January 2019

CLOSING DATE FOR APPLICATIONS: 11 January 2019

SHOULD YOU HAVE ANY QUERIES REGARDING THE ABOVE POSITION,

PLEASE CONTACT **NICHOLAS CHONCO: 0313288246**

NOTES

1. All applications, accompanied by an up-to-date detailed CV, should be forwarded to the HR Department: uShaka Marine World by E-mail to Nicholas Chonco (nchonco@ushakamarineworld.co.za)
2. All applications forwarded directly to the applicable Departmental Head at uShaka Marine World will be disqualified.
3. Due to large number of responses anticipated correspondence will be limited to shortlisted candidates only. Applicants, who have not been contacted within **THREE** weeks of the closing date, may regard their applications as unsuccessful.