



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	KZNPG/20240709/1978
Advert Reference Number:	000
Job Title:	GATE RECEPTIONIST
Job Level:	N/A
Vacancy Type:	Internal & External
Salary:	R 108,000.00 p/a
Department:	EZEMVELO KZN WILDLIFE
Component:	East Region HLUHLUWE IMFOLOZI
Employment Type:	Contract
Contract Duration:	2 Years
Center:	INGWE ROOM, EZEMVELO KZN Wildlife
Number Of Posts:	11

Duties/Responsibilities:

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 maximizing guest satisfaction within the resort.

- . 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.

Qualifications and Experience:

- . Grade 12 is mandatory
- . National Certificate/ Skills Programme in Hospitality Reception / Equivalent is mandatory
- . 1-2 years' experience in hospitality environment or in a customer service environment is mandatory

Essential Knowledge, Skills and Competencies Required:

- . 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

Additional Information

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.

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.

How to apply

To apply please log onto the e-Government Portal: <https://www.eservices.gov.za/> and follow the following process;

1. Register using your ID and personal information;
2. Use received one-time pin to complete the registration;
3. Log in using your username and password;
4. Click on "Employment & Labour";
5. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

Or, if candidate has registered on eservices portal, access <https://www.eservices.gov.za/>, then follow the below steps:

1. Click on "Employment & Labour";
2. Click on "Click on KZN Provincial Government e-Recruitment Vacancies, S'Thesha Waya Waya";
3. Log in using your username and password;
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

For support, please send an email to: KZNHelpDeskRecruit@KZNpremier.gov.za

Closing Date : 22 Jul 2024

Disclaimer

DISCLAIMER FOR KZN E-RECRUITMENT SYSTEM

- a) The KwaZulu-Natal Provincial Government and all KwaZulu-Natal Provincial Public Entities are equal opportunity, affirmative action employers, and preference may be given to suitably qualified candidates from designated groups in terms of the Employment Equity Act, 1998. The filling of posts may also be guided by the Departments/ Entities Employment Equity plan/targets.
- b) If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- c) Applications received after the closing date will not be considered.
- d) Please clearly indicate the name of the post and reference number of the position for which you are applying.
- e) Applicants applying for posts in KZN Government Departments via the online e-Recruitment system, must upload a copy of their CV onto the system. Certified copies of supporting documents need not accompany your application and CV, as these will be requested from shortlisted applicants only.
- f) Applicants applying for posts in KZN Public Entities via the online e-Recruitment system, must upload copies of all documents, including certified copies of all documents stipulated in the advert of the Public Entity.
- g) It is the responsibility of the applicant to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA), prior to the time the qualification documents are requested to be submitted to the KZN Provincial Department or Public Entity.
- h) Only candidates who meet the requirements may apply.
- i) Appointment is subject to verification of the qualifications of the applicant, reference checking, and securing a positive security clearance, in circumstances where this is in relation to the requirement/s for appointment to the post applied for.
- j) Applications from Recruitment Agencies will not be considered.
- k) Applications sent to incorrect email address will not be considered.
- l) The respective Provincial Departments and Public Entities reserve the right not to make an appointment.
- m) The appointed candidate shall be required to sign a performance agreement.
- n) Reference checks and/or confirmation of employment will be done with the current employer and candidates are advised to include references from the current employment in their application/CV to facilitate this.
- o) The respective Provincial Departments and Public Entities reserve the right to regard a negative record on any verification check or risk assessment conducted, as sufficient grounds for refusal to select a candidate for appointment.

By utilising the KZN Provincial e-Recruitment system, you hereby specifically acknowledge that you have read and accepted the following disclaimer:

I understand and agree that where information is provided, whether personal or otherwise, it may be used and processed by the owner of this e-Recruitment system, and such use may include placing such information in the public domain.

All reasonable measures to protect the personal information of users will be taken, provided that for the purpose of this disclaimer (personal information) will be as defined in the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) and the Protection of Personal Information Act, 2013 (Act No. 4 of 2013).

The information and reports contained herein may not necessarily be accurate or final and must be viewed in the context of when such information or report is dated.

The KwaZulu-Natal Provincial Government and all KwaZulu-Natal Provincial Public Entities, including their respective officials, duly appointed representatives, agents, and contractors, accept no liability whatsoever for any loss or damage, whether direct, indirect, special, or consequential, or expenses of any nature whatsoever, which may arise as a result of, or which may be attributable directly or indirectly to, information made available on these pages or links, or actions or transactions resulting therefrom.

By using the KZN Provincial e-Recruitment system, I specifically consent and submit to the jurisdiction of the South African Courts in regard to all proceedings, actions, applications, or the like, instituted by either party against the other where necessary.

If you do not agree to be bound by these terms, please do not make applications for posts through the KZN Provincial e-Recruitment system.