

JOIN OUR DYNAMIC TEAM! INDEPENDENT GRADING ASSESSORS

(Service Provider Agreement)



TOURISM GRADING COUNCIL
OF SOUTH AFRICA
Quality in Tourism

The Tourism Grading Council of South Africa (TGCSA), a business unit of South African Tourism, is a dynamic organisation responsible for the quality assurance of tourism products against best practice international quality standards. The TGCSA is the only officially recognised quality assurance body for tourism products in South Africa.

The TGCSA wishes to extend this mandate for Independent Grading Assessors to join its dynamic team, taking the integrity, professionalism and commitment to quality of the TGCSA to the next levels of growth.

The key responsibilities include, but are not limited to the following:

- Ensure that all assessment visits are conducted in accordance with the company standards and contractual requirements;
- To maintain a detailed knowledge of quality management system, procedures and policies so that enquiries by applicants can be dealt with promptly and accurately;
- Build and maintain effective stakeholder relations with product owners and industry role players as well as representing TGCSA in all relevant forums where required;
- Ensure that the target number of graded establishments as set out by the organisational business plan is achieved;
- Provide a range of advice and feedback to product members regarding levels of assessment, in order to improve quality in line with assessment standards; and
- Produce written quality advisory reports for product members in style and format laid down to the quality standards required.

What we are looking for:

As comprehensive training will be provided by the TGCSA to assess tourism products, it is not a requirement for applicants to have previous quality assurance experience. However, the following will be to your advantage, in addition to a minimum of a Grade 12 certificate/or NQF Level 4:

- A post-Matric qualification in Tourism, Hospitality and/or Quality Management;
- Minimum 5 years' experience in the hospitality industry is strictly necessary;
- A demonstrable knowledge of domestic or international standards in accommodation and tourism products;
- Previous quality grading experience in tourism and accommodation products would be an advantage;
- Sales and/or marketing experience;
- Tourist/guest experience in tourism products;

- Previously disadvantaged individuals will be given preference;
- Excellent computer literacy; and
- Proven ability to operate independently for extended periods, without direct supervision.

It is important that you have your own laptop, internet connection, mobile phone, and are mobile as well the ability to travel extensively.

Personal qualities that will definitely count in your favor:

- Service driven;
- Must possess excellent oral and written communication skills;
- Entrepreneurial spirit and high energy levels;
- Business acumen and highly professional;
- High levels of personal grooming and presentable at all times;
- Strong attention to detail and an investigative nature;
- Self-motivation and the ability to balance the demands of work priorities;
- Excellent time management skills;
- The ability to work as part of the team and to build strong relationships with a wide range of people;
- Excellent planning and organisational skills;
- Must possess a "can do"/ passionate attitude with a sense of urgency and dedication to the success of the overall business mission; and a
- Willingness to travel extensively.

What we offer:

The Service Provider Agreement that you will sign with TGCSA as an Independent Assessor, provides payment to the successful candidate of up to 65% of the grading fees paid to the TGCSA by the tourism product. All Independent Assessors appointed by TGCSA, are governed by the Service Provider Agreement and are subject to performance reviews by Management and the TGCSA's Provincial Quality Assurance Specialists.

NB: Please indicate your province of residence, as this will be critical when allocating tourism products to the successful candidates.

Please send any enquiries and your CV to Ms. Sibisiwe Sibiyi

Email: assessorrecruitment@tourismgrading.co.za

Closing date: Saturday, 17 March 2018

No late applications will be considered. Kindly take note that if you have not been contacted within 30 days of the closing date, please consider your application unsuccessful.