



Inspiring new ways

PROVINCIAL QUALITY ASSURANCE SPECIALIST GRADE C3

THE POSITION

An exciting vacancy exists in South African Tourism, within the Tourism Grading Council of South Africa (TGCSA) Business Unit. If you are passionate about South Africa, travel and tourism and possess the required qualifications and skills, then we invite you to apply.

The Provincial Quality Assurance Specialist will be based in Eastern Cape and assist the TGCSA to manage quality assessments in Eastern Cape and Northern Cape, working very closely with the Provincial Tourism Authority in meeting the province's tourism growth strategy.

The Provincial Quality Assurance Specialist will report directly to the Quality Assessment Manager in TGCSA based in Sandton, on all quality assessment matters that relate to the Tourism Grading Council of SA.

RESPONSIBILITIES

- Undertake daily pre-screening of all properties submitted by Grading Assessors prior to submitting them for consideration by the Monthly Approvals Exco Meeting.
- Prepare and present all assessments submitted monthly at the Monthly Approvals Exco Meeting.
- Conduct audits on assessments done and selected by the Monthly Property Approvals Exco Meeting.
- Resolve any queries received from both Assessors and establishment owners on the ground, swiftly and effectively.
- Monitor and report on the performance of the Grading Assessors
- Build and maintain effective relations with the Provincial Tourism Authorities
- Represent the TGCSA in all relevant forums to ensure the organization's continued presence in the industry.
- Assist the respective Provinces to achieve their Tourism Growth Strategy objectives relating to quality assessments.

QUALIFICATIONS AND EXPERIENCE:

- Post Matric qualification in Tourism and/or Quality Assurance
- Computer literacy, intermediate to Advanced proficiency in applications such as the Internet, Email (Outlook), MS Word, MS PowerPoint and MS Excel
- Proven and demonstrable knowledge of quality standards in tourism accommodation
- Proficiency in English
- Valid driver's license
- Proven experience working with all levels of employees and management

PERSONAL QUALITIES:

- Excellent communication skills
- An analytical approach to work
- Problem-solving skills and initiative
- Strong attention to detail and an investigative nature
- Self-motivated and the ability to balance the demands of work
- Good time management skills and the ability to prioritise
- The ability to work as part of a team and to build strong working relationships with a wide range of people
- The ability to make quick but balanced decisions
- Excellent planning and organizational skills
- Highly professional and presentable at all times
- Ability to garner the loyalty and trust of others
- Must possess a “can do” attitude with a sense of urgency and dedication to the success of the overall business mission
- Willingness to travel extensively (within provinces)

PROFESSIONAL ATTRIBUTES:

- Revere confidentiality
- Solutions orientated and innovative
- Independent thinker
- Aptitude for learning
- Excellent problem-solving skills in all areas of responsibility
- Clear oral and written communicator regarding expectations, issues, and feedback both written and verbal
- Must be willing to work additional hours and weekends where necessary

Visit us @ www.southafrica.net

Detailed CV to be sent to : brandmarketing@southafrica.net
Closing date : **12 July 2018**

Should you have not heard from us within two weeks after submitting your application, kindly consider your application unsuccessful.

No late applications will be accepted