

## Operations Services Coordinator (Ref: 23/ 2017)

The Cape Town International Convention Centre is the leading convention centre on the African continent. Since the official opening, the CTICC hosted more than 4000 different events and welcomed more than three million visitors from all corners of the world. The exhibition and conference organizers and visitors at the CTICC are very successfully serviced by a team of 150 CTICC employees and just over 500 part-time employees.

Candidates who are interested in working in a vibrant international environment, and who are willing to join this dynamic team, are invited to submit their application.

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**The main purpose of this position is to** arrange, provide and implement the support and peripheral services required by clients and exhibitors

**Reporting to the:** Conference & Exhibition Services Manager

**Key responsibilities will include:**

- The co-ordination of the operations services desk during event build-up and upon it going live
- Handling all operational services and event related queries and on site orders, during build-up and the duration of an event
- Serve as the CTICC contact with exhibitors, delegates and contractors to ensure that all operational services are installed and operational timeously
- To liaise with the finance department re invoicing to ensure clients receive the invoices timeously
- Carry out relevant reporting and administrative requirements of the job regularly i.e. generate power consumption and, DCP Wi-Fi crystal reports etc, per event.
- Daily discussion and planning with contractors for all orders, re past, current and upcoming events
- Provide quotations and input on respective operational services along with health & safety and event applications, via verbal and written communication to the sales and event executives
- Processing of all exhibitor, delegate and client service orders
- Promote and up-sell our in-house service providers where applicable
- Advising and discussing all operational service requirements for events namely: audio visual, information technology, telecommunications, security, cleaning, waste, plumbing, stand building, carpeting, waste, medical, electrical, rigging and lifting equipment solutions, as well as food & beverage requirements and any other additional operational requirements relating to the event hosted at the CTICC
- Determining the client's needs and advising on certain possibilities and opinions; e.g. IT, telecommunications, security, safety, plumbing, cleaning, waste etc.
- Input all information into EBMS timeously
- Generate optimal revenue from clients by upselling additional services and Food and Beverage
- Ensuring client satisfaction throughout the event planning and management process
- Generating requisitions for all relevant order/service
- Responsible for correct costing of services by ensuring that updated price lists are received timeously
- Book equipment/machinery for clients including, cherry pickers, and scissors lifts

- etc.
- Checking the exhibitor manuals (with line manager) before production to ensure that all information is current and accurate
- Attend internal client handover and operations team meetings
- Work closely with the Confex team to help achieve departmental objectives
- Ensure proper interdepartmental communication during and after event
- Respond appropriately to client feedback and queries within 24 hours
- Follow up on payments and ensure that full payment is made prior to the event
- Completion and submission of Client event applications and floor plans to the City of Cape Town
- Liaise with finance about outstanding payments for past and future events
- Ensure all additional charges are added to clients' invoice within 2 working days after the event
- Adhere to legislative Health & Safety policies and procedures
- Assist the Finance department with contacting exhibitors and providing feedback on the Age Analysis
- Assist in the successful execution of events
- Monitor client satisfaction prior to, during and post event
- On-going client relationship management
- Inform organisation and direct stakeholders on event details

**Qualifications and experience required:**

Matric; event management or related qualification preferred. 12 months experience in the conference and exhibitions or hospitality industry preferred; excellent administrative and computer literacy skills are essential.

This position would suit a pro-active, well-disciplined and meticulous service orientated individual. The ideal incumbent will be enthusiastic and display high energy levels, focusing on maintaining and building internal and external client relationships. He/she must be able to continually assess client needs. This role demands excellent interpersonal skills and an outstanding track record of achieving service excellence. The successful incumbent must be able to respond to special requests in a professional and timeous manner. He/she must also be flexible and have the ability to work productively in a stressful, deadline driven environment. The ability to work flexible hours as per business demands is essential.

Remuneration will be discussed with the successful candidate and only shortlisted candidates will be contacted.

Kindly submit confidential applications to the Human Resources Department **before 26 May 2017 at 17h00** or email [recruitment@cticc.co.za](mailto:recruitment@cticc.co.za).

The CTICC is committed to Employment Equity and particularly welcomes applications from suitably qualified Historically Disadvantaged Individuals (HDI's)

For more information on the Cape Town International Convention Centre please visit:

[www.cticc.co.za](http://www.cticc.co.za)

