

Event Executive (Ref:09/2017)

The Cape Town International Convention Centre (CTICC) is so much more than just another convention centre. An exceptional centre requires exceptional staff and the culture of the CTICC is one of teamwork, recognition, personal accountability, and service excellence. We understand that it is only our people who make us the success we are and, as a result, we make every effort to ensure that we recruit talented, qualified and enthusiastic team players, who are able to embrace our values, fit in with our culture and recognise the value of hard work in a dynamic exciting environment.

The main purpose: to ensure the co-ordination and administration relative to all types of events hosted at the CTICC thus ensuring the successful build up/compilation and execution of events. Ensuring that clients' have exceptional experiences through effective client management.

Reporting to the: Events Manager

Key responsibilities will include but are not limited to:

- Ensuring client satisfaction with the event planning process;
- Determining the exact needs of the client and advising on certain possibilities and options;
- Advising and discussing all services requirements for events namely: table settings, décor, AV and ICT solutions, entertainment, food & beverage requirements, security and safety ; statutory regulations and any other additional requirements relating to the event hosted at the CTICC;
- Upsell services as per targets;
- Generating requisitions and following up on client payment requirements for all elements of events;
- Liaising with the relevant internal departments regarding additional special needs as requested by the client;
- Liaising and promoting CTICC in-house service providers;
- Monitor client satisfaction through de-brief sessions;
- Securing client feedback and responding appropriately and timeously on the actual experience at the CTICC;
- Process repeat business from the event contracting stage until the execution of the event;
- Co-ordinate site inspections and menu tasting with clients;
- Follow through to successful execution of event and ensure the account has been completed in terms of financial records;
- Client relationship management.

Minimum qualifications and experience:

- Either a 3-year National Diploma in Events Management; 3-year National Diploma in Tourism or 3-year associated Diploma in Hospitality (NQF level 6)
- Minimum 5 years' experience in an event organisation or role



Skills and knowledge:

- A well-disciplined individual with a customer orientated "can do" personality;
- High level of professionalism and confidence;
- Good communication and negotiation skills are vital;
- Flexibility is a must and the ability to work on different projects simultaneously in a pressurised environment is a key requirement;
- High level of attention to detail with a determined nature
- Ability to work unusual hours during busy periods;
- Excellent understanding of key computer programmes (Excel, Word, etc.);
- Exposure to an event management software programme, is advantageous.

Remuneration will be discussed with successful candidates, dependent on qualifications and experience.

Kindly submit confidential applications to the Human Resources Department on or before **23 March at 17h00** or email recruitment@cticc.co.za.

Only shortlisted candidates will be contacted.

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



We are a green conscious convention centre.

Cape Town International Convention Centre