



Information Officer 3 Year Contract

09-09-2016

The above mentioned position is available in the Marketing and Tourism department at Robben- Island Museum. Reporting to the Unit Manager Information and Passenger the incumbent will be responsible to provide visitors with information and services about RIM and ensure their visit is safe and efficient.

Duties and Responsibilities:

- Welcome visitors/tourists at the RIM Information Office and Murray's Harbour.
- Receive and refer request from various sources telephonically and/or via e-mail.
- Dispense information on tourism services and products offered at RIM and elsewhere in the Western Cape.
- Ensure information about tourism in the Western Cape is up to date
- Assist with facilitating the visits from schools.
- Assist visitors with the use of the technical facilities of the Exhibitions e.g. Touch Screens.
- Collect and register lost and found property
- Make announcements on boarding and departure.
- Ensure electronic information board is updated.
- Assist visitors with special needs e.g. wheelchairs, prams.
- Assist sea sick visitors and arrange the nurse.
- Report any maintenance, security and cleaning issues to the relevant departments.
- Hand out and collect RI feedback questionnaires and forward to the correct department.
- Supply information about the conference facilities at the Gateway
- Train the temps when necessary.
- Check the tickets of the visitors.
- Facilitate boarding of clients on ferries.
- Counting the tickets.
- Monitor the number of people boarding the ferry

Requirements:

- Matric
- Customer service certificate advantageous.
- One year customer service related experience
- Computer Literacy
- Fluency in 2 official languages
- Oral communication
- Customer Service Orientation
- Attention to detail
- Problem solving

RIM is an EE, AA, employer, RIM reserves the right the right not to make an appointment if suitable candidate are not found. Forward a detailed cv, accompanied by certified copies your ID and qualification certificates as well as contactable referees, to recruitment@robben-island.org.za or by no later than **09 September 2016**. Note : If you do not hear from us within 30 days, please consider your application unsuccessful.