

## CAREER OPPORTUNITY

The Council for Scientific and Industrial Research (CSIR) is a leading scientific and technology research organisation that research, develops, localises and diffuses technologies to accelerate socio-economic prosperity in South Africa. The organisation's work contributes to industrial development and supports a capable state.

### Reservations Office Manager

#### About the job:

The CSIR has a vacancy for a Reservations Office Manager in the CSIR Conferencing and Accommodation (C&A) portfolio, the incumbent will be responsible for managing the CSIR ICC Reservations Office with the objective of achieving the annual sales target as well as customer satisfaction for sustainable repeat business through implementation of standards and monitoring the use of product mix (To ensure that the Centre's Reservations Office operates efficiently and effectively to set standards, policies and procedures thereby increasing sales and sustainability). The Reservations Office is the primary communication channel between customer requirements and CSIR ICC operating departments. Ensuring internal and external client satisfaction and optimum use of facilities prior to, during and after events. This position is based in Pretoria.

This position reports to the: Business Development Manager

#### Key responsibilities:

- Manage and motivate the performance of the CSIR ICC Event Coordinators to perform their best in carrying out their respective duties to ensure excellent customer satisfaction.
- Establish, implement and maintain operating standards, processes and procedures for the Reservations Office function to provide excellent service to both internal and external clients.
- Ensure that all contracts are signed and deposits received prior to any event taking place and by checking of final invoices to minimise risk to the CSIR.
- Ensure that sales targets are met by monitoring sales against targets and implement corrective measures where necessary.
- Maximising CSIR ICC venue occupancy and revenue without compromising on client experience through assisting and advising the Event Coordinators on optimum utilisation and logistics between client requirements and the facilities, products, services and capabilities of the CSIR ICC and available spaces and resources.
- Foster good communication between the Event Coordinators and the CSIR ICC operational departments regarding planning for client requirements, thereby ensuring cross cutting teamwork resulting in the best possible products and services for the Centre's clients.
- Develop and communicate value adding client products/services such as overnight accommodation, Transport (shuttle & bus) and Pre & Post Tours and establish good relationships with suppliers for mutual benefit.

- Monitor and control commission payments to agents.
- Monitor and control the Reservations Office budget and assets to minimise risk to the CSIR.
- Contribute to the annual strategic planning process through reports, information, ideas and budget formulation to ensure that the Centre remains competitive and able to grow.
- Establish and maintain a healthy working environment in support of good employee relations and cross functional teamwork to assist in achieving the Centre's goals.

### **Qualifications, skills and experience:**

- A national diploma in event management or hospitality or tourism or business administration with a minimum of five years' experience in local/international conferencing environment.
- Degree in any of the above-mentioned fields will be advantageous
- Management experience
- Systematic
- Process driven
- Customer focussed
- Sales ability/insight
- Delegating responsibility
- Accuracy
- Attention to detail
- People oriented
- Good interpersonal skills

### **What's in it for you?**

The CSIR offers:

- Learning and development opportunities.
- Competitive and market-related remuneration packages.
- We openly acknowledge and reward our employees' contributions and accomplishments through our esteemed CSIR Excellence Awards.

Please forward applications to [VNgobeni@csir.co.za](mailto:VNgobeni@csir.co.za).

**Closing date: 31 May 2026**

**PLEASE NOTE THAT FEEDBACK WILL BE GIVEN TO SHORTLISTED CANDIDATES ONLY.**

For more info, please contact the CSIR Recruitment Centre on **012 841 4774** or email us at [Recruitmentinfo@csir.co.za](mailto:Recruitmentinfo@csir.co.za).

The CSIR is an equal opportunity employer. As such, it is committed to the Employment Equity Act and will through the filling of this vacancy, give preference to candidates from Designated Groups in terms of the Employment Equity Act. By applying for this position at the CSIR, the applicant understands, and agrees that the CSIR may solicit a credit and criminal report from registered credit bureau and/or South African Police Services (in relation to positions that requires trust and honesty and/or entail the handling of cash or finances), and may also verify the applicant's educational qualification and employment history. **The CSIR reserves the right to remove the advertisement at any time before the stated closing date and it further reserves the right not to appoint if a suitable candidate is not identified.**



**SCAM ALERT!**

Our vacancies are advertised on our [www.csir.co.za](http://www.csir.co.za) website and promoted through the CSIR official social media platforms.

• If it is not on our website, it is not our vacancy. • The CSIR will never send you an employment contract without at least one panel interview and psychometric assessment. • **Report fraudulent offers to: [Recruitmentinfo@csir.co.za](mailto:Recruitmentinfo@csir.co.za)**