

The **ETDP SETA** is looking for a suitably qualified, dynamic, and experienced Travel Administrator to serve as the ETDP SETA travel agent and help staff and governance officials with travel arrangements.

Travel Administrator [Ref. 1930/10]

Salary: R430 335 per annum (Total Cost to Company)

Job Purpose: The Travel Administrator is responsible for arranging, managing and coordinating all aspects of business travel to meet the specific needs of employees, governance structures and ETDP SETA clients within the organization. Moreover, the Travel Administrator may be requested to assist with administering the day-to-day operations of the Supply Chain Management functions and duties. The successful applicant will be based in the ETDP SETA Head Office in Johannesburg and report to the Supply Chain Management Manager.

Minimum Requirements

- Senior Certificate with a National Diploma (NQF Level 7) in Tourism and Hospitality Management or any relevant qualification in this field.
- At least three (3) years of proven work experience in recreation or business travel duties or in a similar role in corporate travel management.
- Extensive knowledge of travel booking systems, online travel portals and travel management tools.
- Proficient in using Microsoft Office Suite.
- Familiarity with budgeting and expense management processes.
- Excellent organizational and time management skills.
- Strong customer service orientation.
- Strong organizational and multitasking skills, with the ability to prioritize tasks and meet deadlines in a fast-paced environment.
- Excellent attention to detail, ensuring accuracy in all travel arrangements and documentation.
- Good communication skills (both written and verbal) and interpersonal skills to effectively interact with employees, vendors, and travel agencies.
- Proficient in using travel booking systems and online travel portals to research, compare, and book travel options.
- Knowledge of travel policies, visa regulations, and international travel requirements.
- Strong negotiation skills to secure favourable rates and terms with vendors and travel agencies.
- Ability to handle and resolve travel-related issues or emergencies promptly and efficiently.

- Proficient in using travel management software and tools to manage and track travel expenses.
- Familiarity with various travel technologies and emerging trends in the travel industry.
- Ability to maintain confidentiality and handle sensitive information related to employee travel.
- Flexibility to adapt to changing travel arrangements and schedules.
- Ability to work independently with minimal supervision.

Duties and Responsibilities

- Coordinate and book travel arrangements for employees and governance officials, including flights, accommodations, transportation, and other necessary arrangements and provide travelers with directions and destination information.
- Provide conducive conference venue bookings and accommodations for HR relocation per the organisation's policy and procedure.
- Research and compare prices, availability, and quality of travel options such as flights, hotels, and car rentals to secure the best rates and accommodations.
- Book directly or indirectly using the Central Supplier Data Base and Agents.
- Negotiate with travel agencies to obtain the most favourable terms and conditions for corporate travel bookings.
- Advise employees on travel policies, visa requirements, and any necessary documentation needed for their travel.
- Prepare and distribute travel itineraries, including all relevant details such as flight information, hotel reservations, car rentals, and meeting schedules.
- Ensure all travel arrangements are accurate, complete, and aligned with the traveler's preferences and requirements.
- Manage and track travel expenses, including reconciling invoices, receipts, and credit card statements to ensure compliance with company policies and budgetary constraints.
- Assist employees in resolving travel-related issues or emergencies, such as flight cancellations, missed connections, and lost luggage.
- Stay up-to-date with industry trends, travel regulations, and emerging technologies to continuously enhance the travel management process.
- Maintain and update a database of employee travel profiles, including preferences, frequent flyer accounts, passport details, and other relevant information.
- Provide monthly and quarterly reports as requested and assist with administrative duties within the SCM Unit.
- Records keeping and maintaining an adequate filing system.
- Perform other duties as delegated by the SCM Manager.

The successful candidate will enter into a performance contract with the ETDP SETA.

Interested applicants (who qualify in respect of all the criteria) are invited to submit a detailed and recent Curriculum Vitae (CV) with contactable previous employment references, certified copies of all qualifications and certificates, including the National Senior Certificate, certified and clear copies of the Identity Document **(the certified copies should not be older than six months)** and a motivational letter highlighting previous travel administration experience and career achievements related to the position.

The applicant is responsible for submitting their foreign qualifications accompanied by an evaluation report issued by the South African Qualifications Authority (SAQA).

Applications quoting the relevant job title and reference number must be submitted via email to sarah@tothetrecruitment.co.za.

The closing date for all applications is 05 July 2024 at 16h00.

The appointment will be made in accordance with the ETDP SETA's Employment Equity Plan and Policy. The ETDP SETA promotes the employment of people with disabilities and are encouraged to apply. Correspondence will be entered into with shortlisted candidates only.

Protection of Personal Information Act, Act 4 of 2013 (POPIA)

By applying for this position, you hereby acknowledge that you have read and accepted the following Protection of Personal Information Act 4 of 2013 (POPIA) disclaimer:

- I hereby give consent to the ETDP SETA to process my personal information as part of the recruitment process.
- The ETDP SETA shall take all reasonable measures to protect the personal information of applicants, and for the purpose of this disclaimer, "personal information" shall be defined as detailed in the POPIA.
- **The ETDP SETA reserves the right to withdraw or not to fill the position for whatever reasons.**

Applications submitted without the required above-mentioned certified copies, as well as applications received late, will not be considered.