



## **SANPARKS JOB PROFILING SYSTEM (SJPS)**

**JOB TITLE:**

Activities Coordinator

Date: 09 September 2021

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## 1. JOB DETAILS

<b>Job Title:</b>		Activities Coordinator
<b>Job Grade:</b>		C5
<b>Division:</b>		Kruger National Park
<b>Reporting</b>	<b>Upward</b>	Chief Ranger
	<b>Downward</b>	Trails Ranger and Head Guide

### 1.1. PARTICIPANTS

#### 1.1.1. Job Analyst

Full Names:	Queeneth Mashigo
Job Title:	Manager: Human Capital Management
Job Grade	D3
Employee Number:	953068
Job Profiling License Number:	Select

#### 1.1.2. Subject Matter Specialists

Surname & Initials	Job Title	Job Grade	Employee Number
Tukela M M	Area Integrity Manager	D5	953065
Moreku V	Regional Activities Coordinator: Marula	C5	952742
Mathebula T	Regional Activities Coordinator: Nxanatseni	C5	241716
		Select	
		Select	
		Select	
		Select	
		Select	

## 1.2. JOB PURPOSE

To implement and monitor tourism strategic objectives to ensure high levels of quality ecological interpretation and compliance.

## 1.3. ROLES AND RESPONSIBILITIES

To develop and implement guided activities procedures to ensure uniformity and consistency in service offerings.  
 To develop new activity product for KNP  
 To assess standards and quality of guided activities products  
 To provide logistical coordination and support to guided activities  
 To conduct training and assessment of all Guides in KNP  
 To oversee the management of Wilderness Trails and Camp Guided Activities  
 To participate during marketing of guided activities products for the Kruger National Park  
 To oversee the administration of Trails and camp guided activities  
 To manage and control guided activities budget  
 To manage all firearms within guided activities and conduct bi-monthly audits of all trails and camps guided activities equipment (Rifles, ammunition, first aid kits, vehicles, etc.)  
 To ensure quality ecological interpretation, wilderness values, philosophies and principles are entrenched  
 To ensure safety of guests and employees on guided activities

## 1.4 JOB – RELATED KNOWLEDGE

- Constitution of the RSA
- Protected Areas Act,
- Firearms and related legislation,
- Biodiversity Act,
- Tourism Act,
- Basic Conditions of Employment Act,
- Labour Relations Act,
- Employment Equity Act
- SANParks Policies and Procedures
- Public Finance Management Act
- Occupational Health and Safety Act
- Food Safety Act of 2013 (Republic Act (RA) No. 10611
- Customer care

## 1.5 JOB – RELATED SKILLS

- Communication skills
- Advanced computer
- Firearm handling proficiency
- Driver's licence
- Conflict Resolution
- Interpersonal skills
- Computer literacy
- Business skill
- Management skill
- Leadership skill

## 1.6 JOB – RELATED ACTIVITIES

**Guidelines:** Planning, Assessing, Evaluating, Implementing, Coordinating, Reviewing, Advising, Cooperating, Discussing, Analysing, Writing, Administrating, Learning, Researching, Deciding, Problem solving, Designing, Influencing and Diagnosing

### 1.6.1 Activities

- To plan guided activities
- To assess guided activities to achieve proficiency, relevance and comparability
- To monitor and evaluate the guided activity products, in order to present a quality product
- To implement guided activities in the park to enhance visitors experience
- To coordinate activities, to ensure proficiency and quality assurance of the product
- To advise management on guided activities operations in the Park
- To cooperate with internal and external stakeholders, in order to improve relations and products
- To compile reports to reflect on operations
- To provide guidance on the compilation of Wilderness Trails operational budget and monitoring thereof
- To provide on job training and mentoring of employees
- To ensure the implementation and monitoring of compliance amongst guides with regards to code of conduct, policies and procedures pertaining to guided activities in the KNP
- To provide support to Hospitality Services Managers and Duty Manager with regards to coordination of guided activities products (especially for large groups) in the KNP
- To participate in all guided activities in order to monitor, assess and make recommendations where applicable.

- To review the guided activities product in order to improve and enhance visitors experience
- To assess and inspect Trails facilities, standards and quality to ensure compliance in terms of Tourism Grading Council of South Africa

## 1.7 RESPONSIBILITIES

Value of Resources (Rands and Cents)	
Budget	

## 1.8 DISABILITIES AND HEALTH CHALLENGES

NB: Discrimination against people living with disabilities in the workplace is both ethically and legally unacceptable.

The Job can be performed by a person with the following disabilities health challenges:

		YES	NO
<b>Mental Disabilities</b>	• Alzheimer Disease	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Anxiety Disorder	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Bipolar Disorder	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Depression	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Learning Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Memory loss	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Obsessive Compulsive Disorder	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Any mental Disorder	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Physical Disability</b>	• Visual Impairment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Hearing Impairment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Mobility Impairment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Chronic Illness</b>	• Asthma	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Cancer	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	• Diabetes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	• Hypoglycaemia	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• HIV /Aids	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	• Renal Failure	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Tuberculosis	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Any Other Chronic Illness	<input type="checkbox"/>	<input type="checkbox"/>

- Tertiary qualification in related field
- Range Officer Certificate
- National Certificate in Tourism Guiding Level 4 (NQF Level: 4)
- First Aid level 3
- Facilitator, Assessor and Moderator Certificate

**1.10 RELEVANT EXPERIENCE**

Minimum seven (07) years as Head Guide or Trails Ranger

**1.11 NATURE OF THE JOB**

Working Hours Per day	8 hours	
Working Days per week	5 days	
Travel	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Office bound	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**Approved by Managing Executive / Head of Division / Delegated Authority**

Full Names	Signature	Date