



JOB ADVERTISEMENT

Sales Administrator x 1

Introduction

Applications are invited from suitably qualified and experienced personnel to fill the position of **Sales Administrator** for the Rainbow Tourism Group RSA Commercial Office. The successful candidate will be based at the RTG Commercial Office in Johannesburg, Republic of South Africa. The role is responsible for providing comprehensive sales administration, reservations support, database management, office administration, and customer service support to enhance the effectiveness of the RTG RSA Commercial Office.

The position reports to the RSA Commercial Services Manager.

PRINCIPAL RESPONSIBILITIES:

- Manage the office reception, telephone communications, and general customer enquiries professionally.
- Maintain and update the database of Tour Operators, Travel Agents, Corporate Clients, and Strategic Partners.
- Prepare, issue, and maintain Tour Operator (STO) contracts and rate agreements.
- Follow up on contracts and agreements to ensure timely execution and compliance.
- Coordinate communication of promotional campaigns, special offers, and sales initiatives to clients and partners.
- Coordinate the provision of images, content, and marketing materials for brochures and promotional publications.
- Monitor booking trends and market feedback and provide insights to the sales team.
- Process reservations and enquiries for RTG Hotels and strategic partners.
- Manage debtor administration and follow up on outstanding collections.
- Process reservations and bookings for RTG Hotels, Gateway Stream, Heritage Expeditions Africa, and RTG Virtual Partners.
- Prepare monthly reservations and sales performance reports.
- Manage office administration functions, including reconciliations, payment requisitions, filing, and records management.
- Coordinate local, regional, and international travel arrangements for the office.
- Coordinate logistics, appointments, and administration for trade shows, exhibitions, and marketing events.
- Assist in the planning and execution of client events, presentations, networking functions, and promotional activities.
- Liaise with RTG Commercial Offices and hotel operations to facilitate communication of promotions and business opportunities.
- Coordinate procurement and distribution of marketing collateral and promotional merchandise.
- Ensure proper maintenance of the office environment, equipment, consumables, and service providers.
- Prepare meeting agendas, record minutes, and maintain official records.
- Perform any other duties as may be assigned from time to time in line with the requirements of the role

PERSON SPECIFICATION

- Holder of a Degree or Diploma in Tourism, Hospitality Management, Business Administration, Marketing, Office Administration, or a related field.
- Minimum five (2) years' experience in a similar sales administration, reservations, or office administration role.
- Sound knowledge of reservations systems, preferably OPERA, and advanced proficiency in Microsoft Office applications, particularly Excel.
- Strong administration, planning, and organisational skills.
- Commercially driven individual with a good understanding of tourism sales and customer service.
- Excellent interpersonal, communication, and relationship management skills.
- Ability to coordinate multiple tasks and work under pressure while meeting deadlines.
- Strong analytical, reporting, and problem-solving skills.
- High levels of innovation, resourcefulness, attention to detail, and professionalism.
- Demonstrated integrity and ability to work with minimal supervision.
- Experience in travel, tourism, hospitality, or related industries will be an added advantage.
- Fluent in English; knowledge of additional regional languages will be an added advantage.
- A valid driver's licence will be an added advantage.

All applications accompanied by a detailed CV should be submitted to;

The Chief Human Capital Officer
RTG Corporate Office
RSA Sales & Commercial Services Office
Johannesburg, RSA

Or

Email: recruitment@rtg.co.zw by not later than 15 July 2026.