



THE GATEWAY AIRPORT AUTHORITY LIMITED (GAAL) a provincially owned business enterprise responsible for managing Polokwane International Airport, invites applications from suitable qualified and experienced candidates for appointment of permanent positions to the following challenging positions: -

INTERNAL & EXTERNAL ADVERTISEMENT

Customer Relations Officer

REF NO: CRO 04/2025

This position reports to the Supervisor Information Help Desk.

Remuneration: R128 400 p.a. excl. benefits (Housing allowance, Provident Fund and Medical Aid)

Qualifications Requirements and skills required: • A minimum qualification at NQF Level (6) in Customer Relations/Service, Frontline, Marketing, Business or Data Analysis, Tourism or relevant. One (1) year experience in serving customers. Experience in data capturing will be an added advantage.

Skills and Competencies: • Excellent communication, and Interpersonal skills. • Active listening skills • Good customer relations (client orientation and customer focus). • Time management skills. • Analytical and problem-solving skills. • Knowledge of PI System, Media platform.

Key responsibilities for the position are as follows: handling customer inquiries, resolving customer issues. Gathering information to diagnose problems and identify areas for improvement. Answering customer questions and offering access to helpful resources. Directing issues and questions to the right department, when needed. Recommending additional products and services that may benefit clients. Maintaining accurate records of interactions with customers and recurring user problems. Following up with customers as needed to ensure any problems are resolved.

Interested candidates must send their covering letter, comprehensive CV, certified copies of qualifications, ID document and driver's license to: The Human Resources Manager, **Gateway Airport Authority Limited**, P.O. Box 1309, **POLOKWANE** 0700, Or Hand Delivery to: Registry Office at GAAL Old Terminal Building, **Landros Mare Street/N1 North to Makhado**, Gateway Weg, Polokwane, 0699 or **E-Mailed applications to HR.Admin@gaal.co.za.**

Enquiries: Ms. Faith Moropana (087) 291 1074 or 087 291 1056 Closing date: 28th March 2025. NB. Applicants should consider their application unsuccessful if no response is received within two months of the closing date. A Successful candidate will be subjected to probity before engagement to determine suitability.

THE GATEWAY AIRPORT AUTHORITY LIMITED is an equal opportunity and affirmative action employer and to this extent conducts targeted recruitment for previously disadvantaged individuals. The Employment Equity of GAAL will apply in filling these positions. To this extend, we encourage all races and people with disabilities to apply. **GAAL reserves the right not to fill an advertised position. The employment decisions shall be informed by Employment Equity Plan.**