



Cash Desk Shift Manager (Suncoast Casino – Durban)

Tsogo Sun welcomes job applications from passionate and hard-working team players who want to be part of our ever growing Tsogo Sun family. We value our employees and provide them with the means to grow within the company, opening many doors in the process. If this is an offer that excites you, send in your application and you could be the newest addition to our family.

Our **successful** Cash Desk Shift Managers...

- provide **hands-on, close supervision** of all operational activities and personnel within the cash desk environment
- **allocate sufficient competent staff** to ensure smooth Cash Desk operations
- ensure that all Cash Desk transactions are performed **strictly** in accordance with **company policy and procedures**
- keep their shift staff **up to date about relevant information** enabling them to do their jobs at a **consistently high standard**
- ensure all **controls** are in place to **protect** the company's assets
- **build positive face-to-face relationships** with customers, particularly Platinum Card holders
- resolve **escalated customer disputes** by balancing customer satisfaction, business and regulatory demands
- bring out the best in their teams through **confident and caring leadership** including coaching and mentoring.

If you have these **qualifications**, join our team: Matric (NQF 4), Verbal and written English Skills (NQF 4), Numeracy skills (NQF 4), strong leadership capabilities and at least four years' experience as a Cash Desk Supervisor or currently in a shift Manager Position. Please note that shift work and good attendance record is a requirement for this position.

CLOSING DATE: 14 JUNE 2018

To apply: Your written application must include •An internal **Short Application Form** and CV (maximum 4 pages) •Application forms must be signed off by your Head of Department. •contactable references (with telephone numbers) • covering letter telling us three reasons why you're our top candidate for the job! **For info or to apply**, contact the HR Consultant: email nonhlanhla.mdlalose@tsogosun.com or hand deliver at HR offices
www.tsogosun.com