

ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION

POSITION DESCRIPTION FORM

1. JOB IDENTIFICATION

- 1.1 Position Title: Chief Tourism Officer.**
- 1.2 Position Level: P1**
- 1.3 Major Group: Trade, Industry and Tourism Services Group**
- 1.4 Sub group: Tourism Services**
- 1.5 Job Code No.: 18.790.01**
- 1.6 Job Location: Thimphu**
- Ministry: Ministry of Trade & Industry; Department: Tourism;**
Division: All Divisions; Section: not applicable Unit: _____.
- 1.7 Title of First Level Supervisor: Director/Director General**
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2. PURPOSE, DUTIES AND RESPONSIBILITIES

PURPOSE: -

Oversee all functions of the Division; formulate broad objectives and proposals of the Division and the tourism sector as a whole; recommend changes in policy decisions; plan & develop strategies for tourism development.

Duties and Responsibilities	% of time
<ul style="list-style-type: none">• Oversee formulation of long-term tourism strategies and plans consistent with the missions of the Department and RGOB policies and objectives and recommend inputs and changes to policy decisions.	15
<ul style="list-style-type: none">• Formulate broad objectives and plan proposals of the Division.	15
<ul style="list-style-type: none">• Execute plans and programmes as approved by the RGOB and ensure responsible tourism development.	10

<ul style="list-style-type: none"> • Review, evaluate and monitor the implementation of programmes and projects to ensure that the tourism sector achieves long-term goals through effective management and implementation. 	10
<ul style="list-style-type: none"> • Negotiate/work with various stakeholders and agencies in planning process, facilitation, mobilization of resources and implementation of activities. 	10
<ul style="list-style-type: none"> • Understand and anticipate various effects and determine development of appropriate strategies to manage the tourism sector's resources effectively. 	10
<ul style="list-style-type: none"> • Identify areas for further development and improvement of the tourism sector. 	5
<ul style="list-style-type: none"> • Represent the Division and Department on policies and decisions in different forums. 	5
<ul style="list-style-type: none"> • Ensure that the tourism sector keeps abreast of the current developments in the domestic as well as regional and international tourism industry. 	5
<ul style="list-style-type: none"> • Establish effective relationship with regional and international tourism bodies. 	5
<ul style="list-style-type: none"> • Submit overall position of the sector, statements, and reports to the higher authorities/RGOB as required. 	3
<ul style="list-style-type: none"> • Organize and effectively manage the functions of the Division and guide the personnel to maximise outputs. 	

<ul style="list-style-type: none"> • Any other related duties 	2
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3. **KNOWLEDGE & SKILLS REQUIREMENTS**

3.1 Education: Bachelors

3.2 Training: Advanced training in Tourism Management and/or equivalent. Training in Administration and Management.

3.3 Length and type of practical experience required: Minimum of four years experience as Deputy Chief Tourism Officer or equivalent experience.

3.4 Knowledge of language(s) and other specialized requirements: Should have a good command over written and spoken Dzongkha and English.

Must have thorough knowledge on principles and various aspects of tourism and related fields and the mission of the Department and overall priorities and objectives of the government.

4. **COMPLEXITY OF WORK**

Is the highest technical position in the Department in the tourism field reporting to the Director/Director General. The position involves thorough knowledge of the tourism sector and its developments as well as the broad and specific objectives and policies of the Royal Government. The position is responsible for the development, progress and the overall status of the industry. The position requires leadership, vision and direction and extensive analytical capability and competency to design steps to resolve various broad problems and ensure organisational priorities and initiatives within the Department as well as with various stakeholders in the tourism industry.

The work requires interaction with all stakeholders of the tourism industry within the country, regional and international tourism bodies, integration of a wide range of issues in developing strategies and plans for the sector. It also requires representing the country's tourism sector in various forums.

5. SCOPE AND EFFECT OF WORK

Work requires identification of broad issues and provision of inputs to formulation of policy recommendations and changes for the sector. Design and develop strategies, plans and programmes for the tourism sector and ensure the implementation and evaluation of such strategies, plans and programmes. The work also requires establishment of coordination with different agencies and stakeholders in identifying concerns of the sector, resources position and development needs for the formulation of appropriate policies, plans and programmes. The position is instrumental in design and operation of the tourism activities.

The work has a direct bearing on the roles of the Department and is crucial to the broad objectives of the government for the tourism industry. The work, therefore, affects the whole tourism industry.

6. INSTRUCTIONS AND GUIDELINES AVAILABLE

6.1 Instructions

Instructions are received in terms of broad objectives of the government and broad mandate for the sector development. There is minimum supervision from the Director/Director General. The position should work independently exercising independent judgement and interpretation.

6.2 Guidelines

Policy documents, rules and regulations are interpreted and utilised to formulate strategies, Master Plan and other appropriate guidelines for implementation of the tourism sector plans.

7. WORK RELATIONSHIPS

The work involves a lot of interaction with heads of other agencies, stakeholders, regional and international tourism bodies and also employees within the Department,

in the negotiation, planning process, facilitation, mobilization of resources and implementation of activities.

8. **SUPERVISION OVER OTHERS**

Plan, assign, direct and instruct the subordinate employees of the Division through the Dy. Chief Tourism Officer and respective Sr. Tourism Officers in carrying out the roles of the Division and sections and also evaluate work and performance in reverse.

9. **JOB ENVIRONMENT**

The work is mostly sedentary.