

ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION

POSITION DESCRIPTION

1. JOB IDENTIFICATION

- 1.1 Position Title: Tourism Officer.**
- 1.2 Position Level: P4**
- 1.3 Major Group: Trade, Industry and Tourism Services Group**
- 1.4 Sub group: Tourism Services**
- 1.5 Job Code No.: 18.790.04**
- 1.6 Job Location: Thimphu**
- Ministry: Ministry of Trade & Industry; Department: Tourism;**
Division: All Divisions; Section: All Sections; Unit: _____.
- 1.7 Title of First Level Supervisor: Senior Tourism Officer**
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2. PURPOSE, DUTIES AND RESPONSIBILITIES

PURPOSE: -

Identify project ideas; ground plans and preparation of programmes & projects; annual budget and work plans; Implementation of projects; analyse trends and generate reports and inputs for decision and planning.

Duties and Responsibilities	% of time
<ul style="list-style-type: none">• Assist the Senior Tourism Officer in identifying potential project ideas and tourism activities in line with the mission and objectives of the Department and the RGOB for the tourism sector.	20
<ul style="list-style-type: none">• Prepare the programmes and projects, annual budget requirements and work plan of the section	20

<ul style="list-style-type: none"> • Prepare and provide the senior management team with reports, statistics, forecasts and other information necessary for effective planning and development, ensuring efficient interpretation and collection of relevant data/inputs. 	15
<ul style="list-style-type: none"> • Responsible for implementation of specific projects. 	15
<ul style="list-style-type: none"> • Coordinate compilation of Information and data from all sections of the industry and maintain a database. 	5
<ul style="list-style-type: none"> • Analyse trends and other indicators and generate inputs to the higher decision making group. 	5
<ul style="list-style-type: none"> • Monitor operational processes and the quality of services. 	5
<ul style="list-style-type: none"> • Disseminate/provide tourism information. 	5
<ul style="list-style-type: none"> • Provide management support to the Senior Tourism Officer (STO) for efficient functioning of the section. 	5
<ul style="list-style-type: none"> • Any other related duties 	5

3. KNOWLEDGE & SKILLS REQUIREMENTS

3.1. Education: Bachelors

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

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

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

Must have adequate knowledge on principles and various aspects of tourism and related fields and the mission of the Department in the concerned field of the Section and also the overall priorities and objectives of the government.

4. COMPLEXITY OF WORK

Adequate knowledge of the tourism sector developments and the broad and specific objectives of the Department and policies of the Royal Government is required for the work. The position is responsible in all the groundwork of the section concerned and relevant tourism field. The position requires analytical capability and competency to interpret certain trends and design steps to resolve minor problems. Organise priorities and initiatives in the implementation of the projects and other activities.

The work requires interaction with all stakeholders of the tourism industry within the country, regional and international tourism bodies. The work requires fair degree of creativity in designing methodologies for acquiring data, project ideas and contributing fruitful suggestions.

5. SCOPE AND EFFECT OF WORK

Work requires contributing to the project ideas and preparation of plans and programmes in related field. Assist in the design and development of strategies to ensure effective implementation and evaluation of the programmes and projects. Coordination with different agencies and stakeholders in generating recommendations and identifying specific issues, and development needs for the formulation of appropriate programmes and projects in relevant tourism field/area. Correspond with regional and international tourism bodies, tourists and others in dissemination and exchange of information.

The work has a direct bearing on the roles of the Section and is crucial to the development of projects in the tourism field/area concerned. The work, therefore, is crucial for the progressive and responsible growth of the tourism industry.

6. INSTRUCTIONS AND GUIDELINES AVAILABLE

6.1. Instructions

Instructions are received from the Senior Tourism Officer in terms of the mission of the Department in general and concrete objectives of the section in relation to the mission and objective of the Department and the RGOB on specific areas of tourism development. The position however works fairly independently exercising independent judgement and interpretation.

6.2. Guidelines

Guidelines are in the form of policy documents, rules and regulations. The broad guidelines are interpreted to contribute inputs to the formulation of strategies, plans, programmes and projects in Section related tourism field.

7. WORK RELATIONSHIPS

Contacts are with all sections of the Department and various outside organisations for acquiring all necessary information for maintaining a database, availing inputs, exchanging views and obtaining appropriate assistance in research, study, and other activities.

8. SUPERVISION OVER OTHERS

Plans, assigns, directs and reviews the work of Assistant Tourism Officer, Tourism Operations Assistant I and Tourism Operations Assistant II in carrying out clearly specified tasks.

9. JOB ENVIRONMENT

The work is mostly sedentary but involves occasional mild physical exertion when required to instruct and monitor proper fieldwork.