

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



MINISTRY OF TOURISM
REPUBLIC OF MALDIVES



Terms of Reference (TOR) for Individual Consultant

Customer Relations Executive

1) Title:

Customer Relations Executive, Ministry of Tourism (MoT)

2) Description:

The objective is to ensure excellent services are provided from Ministry's main front office to all clients and customers seeking assistance, and who intends to obtain various services from the Ministry.

The Customer Relations Executive will be working under the direction and supervision of Permanent Secretary.

3) Scope of work:

- Overseeing the work of Customer Relations Officer.
- Ensure phone calls at the main front office are attended and excellent customer care for clients and customers are delivered.
- Ensure all entries (government e-portal, emails and fax) addressed to Ministry are routed to relevant departments, sections and units.
- Ensure and guide in delivering excellent hospitality and customer care for those attending meetings other appointments.
- Ensure all outgoing documents are delivered accordingly and timely.
- All other works which fall under the mandate of the work scope.

4) Institutional Arrangements

The Customer Relations Officer will be working under the direction and supervision of Permanent Secretary.

5) Duration of work

- The duration of the work is of **12 months**, starting upon contract signature.
- The contract can be renewed with mutual consent

6) Place of work

Ministry of Tourism

5th Floor, Velaanaa Building

Ameer Ahmed Magu

Male', Maldives

7) Work Experience and Qualifications Required

- Passed in GCE Advanced level or above
- Work experience in related field would be an added benefit

8) Remuneration:

- Monthly salary of MVR 15,000/- (Maldivian Rufiyaa Twelve Thousand Only)