

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



MINISTRY OF TOURISM
REPUBLIC OF MALDIVES



Terms of Reference (TOR) for Individual Consultant

Customer Relations Officer

1) Title:

Customer Relations Officer, Ministry of Tourism (MoT)

2) Description:

The objective is to provide services 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 Officer will be working under the direction and supervision of Permanent Secretary and Customer Relations Executive.

3) Scope of work:

- Attending to phone calls at the main front office and delivering excellent customer care for clients and customers.
- Receiving and attending all entries (government e-portal, emails and fax) addressed to Ministry and routing to relevant departments, sections and units.
- Delivering excellent hospitality and customer care for those attending meetings other appointments.
- Handling and sending all outgoing documents, and ensure those are delivered accordingly.
- 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 and Customer Relations Executive.

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 Ordinary level or above
- Work experience in related field would be an added benefit

8) Remuneration:

- Monthly salary of MVR 12,000/- (Maldivian Rufiyaa Twelve Thousand Only)