

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



MINISTRY OF TOURISM
REPUBLIC OF MALDIVES

Terms of Reference (TOR) for Individual Contractor

Introduction: To smoothen issues faced by the tourists, the Ministry of Tourism intends to post its representatives at Velana International airport. The team will be stationed at a dedicated information desk near the Maldives Airports Company Limited (MACL) information counter in the main arrival terminal. The team will attend to issues at the international and domestic terminal and arrival/departure jetties as well.	
Designation:	Coordinator
Duration:	3 months
Working Hours:	7 hours per shift
Place of Work:	Velana International Airport
Salary Per month:	MVR 10,000/-
Responsibilities: <ul style="list-style-type: none">• Managing and supervising Liaison Officers• Report to Overall in Charge (Deputy Minister of Tourism / Senior Executive Director)• Provide information to tourists regarding Health Protection Agency (HPA), and Tourism Ministry guidelines pertaining to Covid-19.• Liaise between health authorities and tourists• Coordinate and resolve tourist related issues between tourists and travel agents, safaris, guest houses, hotels, and resorts.• Liaise between tourists and Maldives Immigration, Airports Company, Customs, and domestic transport providers.• Liaise between tourists and airlines• Liaise between tourists and tourist police	
Required qualifications: <ul style="list-style-type: none">• Degree or equivalent qualification (Accredited by Maldives Qualification Authority)• Fluent in English (written and spoken English)	
Added advantages: <ul style="list-style-type: none">• Fluency in additional foreign languages• Pleasant/outgoing personality• Able to work long and odd hours• Interns worked / working at the Ministry of Tourism will be given preference	
Application closing time:	18th February 2021, Thursday at 2:00 pm
Things should be submitted with the cover letter: <ul style="list-style-type: none">• Interested candidates please send accredited and attested copies of your qualification, copy of ID card and CV to the: Ministry of Tourism, Velanaage, 5th Floor• Alternatively email your application to hr@tourism.gov.mv• For more information, please contact 3022226	