



**MINISTRY OF TOURISM**  
REPUBLIC OF MALDIVES

Terms of Reference (TOR) for Individual Contractor

<b>Introduction:</b>	
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 disseminate information, assist and attend to issues of tourists at the international and domestic terminal and arrival/departure jetties.	
<b>Designation:</b>	Coordinator
<b>Duration:</b>	3 months
<b>Working Hours:</b>	7 hours per shift
<b>Place of Work:</b>	Velana International Airport
<b>Salary Per month:</b>	MVR 10,000/-
<b>Responsibilities:</b>	
<ul style="list-style-type: none"> <li>• Managing and supervising Liaison Officers</li> <li>• Report to Overall in Charge (Deputy Minister of Tourism / Senior Executive Director)</li> <li>• Provide information to tourists regarding Health Protection Agency (HPA), and Tourism Ministry guidelines pertaining to Covid-19.</li> <li>• Managing Airport Help Desk staff's attendance and reporting to HR.</li> <li>• Brief and aware Airport Help Desk staff for new guidelines.</li> <li>• Attending SMU mails regularly.</li> <li>• Liaise between health authorities and tourists</li> <li>• Coordinate and resolve tourist related issues between tourists and travel agents, safaris, guest houses, hotels, and resorts.</li> <li>• Liaise between tourists and Maldives Immigration, Airports Company, Customs, and domestic transport providers.</li> <li>• Liaise between tourists and airlines</li> <li>• Liaise between tourists and tourist police</li> </ul>	
<b>Required qualifications:</b>	
<ul style="list-style-type: none"> <li>• Diploma or Degree in a travel and tourism related field</li> <li>• Minimum 1-year experience in a travel and tourism or public relations related job</li> <li>• Fluent in English (written and spoken English)</li> </ul>	
<b>Added advantages:</b>	
<ul style="list-style-type: none"> <li>• Fluency in additional foreign languages</li> <li>• Pleasant/outgoing personality</li> <li>• Able to work long and odd hours</li> <li>• Interns worked / working at the Ministry of Tourism will be given preference</li> </ul>	
<b>Application closing time:</b>	25th November 2021, Thursday at 2:00 pm
<b>Things should be submitted with the cover letter:</b>	
<ul style="list-style-type: none"> <li>• Interested candidates please email accredited and attested copies of your qualification, copy of ID card and CV to <a href="mailto:jobs@tourism.gov.mv">jobs@tourism.gov.mv</a></li> <li>• For more information, please contact 3022226</li> </ul>	