

**ROYAL GOVERNMENT OF BHUTAN  
ROYAL CIVIL SERVICE COMMISSION**

**POSITION DESCRIPTION FORM**

**1. JOB IDENTIFICATION**

- 1.1 Position Title: Sr. Tourism Officer.**
- 1.2 Position Level: P3**
- 1.3 Major Group: Trade, Industry and Tourism Services Group**
- 1.4 Sub group: Tourism Services**
- 1.5 Job Code No.: 18.790.03**
- 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: Dy. Chief Tourism Officer**
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**2. PURPOSE, DUTIES AND RESPONSIBILITIES**

**PURPOSE: -**

Manage/Coordinate preparation of comprehensive plans, programmes and projects of the Division; administer and ensure implementation of the plans; carry out studies, evaluate, analyse and identify issues requiring action.

<b>Duties and Responsibilities</b>	<b>% of time</b>
<ul style="list-style-type: none"><li>• Manage and coordinate the preparation of comprehensive programmes and projects of the concerned section in line with the Department and RGOB objectives and policies.</li></ul>	25
<ul style="list-style-type: none"><li>• Oversee preparation of the programmes and projects of the section and ensure implementation of these projects.</li></ul>	20

<ul style="list-style-type: none"> <li>• Facilitate carrying out relevant studies and research needs in coordination with other divisions to enhance planning and development through appropriate use of knowledge and information resources.</li> </ul>	15
<ul style="list-style-type: none"> <li>• Identify issues and requirements of the concerned field/area of tourism and facilitate measures like technical and professional support and act as an interface between the needs of the sector and the consultants/experts.</li> </ul>	10
<ul style="list-style-type: none"> <li>• Liaison /correspond and coordinate with other agencies and stakeholders, regional and international tourism organisations on specific matters.</li> </ul>	5
<ul style="list-style-type: none"> <li>• Review and evaluate the performance of the section and device measures to improve the outputs.</li> </ul>	5
<ul style="list-style-type: none"> <li>• Review rules and regulations relevant to the section periodically and propose/recommend amendments to improve operational procedures of the section as well as the relevant activities of the tourism sector.</li> </ul>	5
<ul style="list-style-type: none"> <li>• Administer, monitor and regulate tourism operational procedures and compliance by the tour agencies.</li> </ul>	5
<ul style="list-style-type: none"> <li>• Report on and prepare briefs and reports on the position of the tourism sector corresponding to the task of the section for the DCTO/CTO.</li> </ul>	5
<ul style="list-style-type: none"> <li>• Any other related duties</li> </ul>	5

### **3. KNOWLEDGE & SKILLS REQUIREMENTS**

**3.1. Education:** Bachelors

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

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

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

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

#### **4. COMPLEXITY OF WORK**

The position involves thorough knowledge of the tourism sector and its developments as well as the broad and specific objectives and policies of the Royal Government. The position is responsible for fulfilling the roles of the section concerned and consequently the development, of the industry in relevant field. The position requires leadership, vision and direction and analytical capability and competency to design steps to resolve problems. Organise priorities and initiatives within the section as well as with various stakeholders in the tourism industry in relevant field.

The work requires interaction with all stakeholders of the tourism industry within the country, regional and international tourism bodies, integration of a wide range of issues in developing strategies and plans for the relevant field. It also requires representation of the field concerned in various forums.

#### **5. SCOPE AND EFFECT OF WORK**

Work requires formulation of plans and programmes related to the tourism field/area concerned. Design and develop strategies for the relevant field and ensure the implementation and evaluation. The work also requires establishment of coordination with different agencies and stakeholders in identifying concerns of the sector, resources position and development needs for the formulation of appropriate programmes and projects. The position is instrumental in design and planning and operation of the tourism activities.

The work has a direct bearing on the roles of the Section and is crucial to the development and progress of the tourism field/area concerned. The work, therefore, consequently affects the whole tourism industry.

#### **6. INSTRUCTIONS AND GUIDELINES AVAILABLE**

##### **6.1. Instructions**

Instructions are received in terms of broad missions of the Department in the relevant field/area of tourism. The position should work 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 and utilised to formulate strategies, plans, programmes and projects for development of the concerned area of tourism.

## **7. WORK RELATIONSHIPS**

The work involves a lot of interaction with other agencies, stakeholders, regional and international tourism bodies and also employees within the Department in the negotiation, planning process, facilitation, mobilization of resources and implementation of activities.

## **8. SUPERVISION OVER OTHERS**

Plan, assign, direct and instruct the subordinate employees of the Section in carrying out the roles of the section and also evaluate work and performance of the subordinates and reports to the superior officers.

## **9. JOB ENVIRONMENT**

The work is mostly sedentary.