

ROYAL GOVERNMENT OF BHUTAN  
ROYAL CIVIL SERVICE COMMISSION

**POSITION DESCRIPTION FORM**

**1 JOB IDENTIFICATION**

- 1.1. Position Title:** Tourism Operations Assistant I
- 1.2 Position Level:** S4
- 1.3 Major Group:** Trade, Industry and Tourism Services Group
- 1.4 Sub group:** Tourism Services
- 1.5 Job Code No.:** 18.790.06
- 1.6 Job Location:** Thimphu
- Ministry:** Ministry of Trade & Industry; **Department:** Tourism ;
- Division:** All Divisions; **Section:** All Sections; **Unit:** All units.
- 1.7 Title of First Level Supervisor:** Assistant Tourism Officer
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**2. PURPOSE, DUTIES AND RESPONSIBILITIES**

**PURPOSE: -**

Gather and compile raw information and data as instructed; inspection and survey; logistical arrangements; operational correspondences.

Duties and Responsibilities	% of time
<ul style="list-style-type: none"><li>• Undertake field visits/inspection to examine and monitor minimum infrastructural and organisational standards of hotels and tour operators.</li></ul>	40
<ul style="list-style-type: none"><li>• Make field visits/check tour programmes to monitor/regulate adventure tourism/sports for adequate requirement/equipment, safety and caution.</li></ul>	20

<ul style="list-style-type: none"> <li>• Undertake treks on trekking routes and other destinations to report on the actual field status and maintenance needs.</li> </ul>	20
<ul style="list-style-type: none"> <li>• Receive and forward applications for licence for new hotel projects and restaurants.</li> </ul>	10
<ul style="list-style-type: none"> <li>• Gather information and tourism market data and other inputs to facilitate infrastructure development and upgradation.</li> </ul>	5
<ul style="list-style-type: none"> <li>• Submits gathered information and data and reports to the Asst. Infrastructure Development Officer on all field visits/inspection.</li> </ul>	5

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

**3.1 Education:** Class XII with Certificate

**3.2 Training:** Training in Office Management

**3.4 Length and type of practical experience required:** Minimum of 4 years as Tourism Operations Assistant II or equivalent experience.

**3.5 Knowledge of language(s) and other specialized requirements:**

Should have good working skills in carrying out routine office correspondences.

Must have good working skill of the data computation software/tools.

Ability to perform simple interpretation and compilation of gathered data.

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

The work requires only simple interpretation and innovation while carrying out inspections, surveys and data collection and routine office correspondences. The work is clearly outlined and detailed guidelines are available in carrying out the work.

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

The work consists of carrying out routine procedural functions and correspondences of the section and carrying out fieldwork for ground inputs to the role of the unit, the planning process and build up the database.

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

### **6.1 Instructions:**

The supervisor sets the objectives and determines the deadlines and work to be carried out. Employee plans and completes work according to deadlines and clear instructions given. The work is reviewed in all details by the supervisors for correctness.

### **6.2 Guidelines**

Guidelines are clear and the supervisor provides clear instructions. Employee uses to a certain degree initiative and resourcefulness in innovating little changes in the methods in carrying out the fieldwork to improve the quality of raw data.

## **7. WORK RELATIONSHIPS**

Contacts are with all sections of the Department and a wide range of people in various organisations communities during inspections and acquiring all necessary information and data.

## **8. SUPERVISION OVER OTHERS**

Assigns, directs and coordinates work of the Tourism Operations Assistant II

## **9. JOB ENVIRONMENT**

The work requires a lot of physical exertion such as long periods of standing, walking and trekking over rough terrain during trek surveys and community data collections.