

## **Tourist Information Officers**

### **Main Duties and Responsibilities**

- Provide every possible assistance to customers through a friendly, courteous and genuine service at all times;
- Provide clear and accurate information about any tourist related service;
- To keep abreast with changes in the tourism industry particularly tourist-related services including events, new tourist attractions etc. This includes continuous liaison with providers of tourist-related activities;
- To promote Malta and its offerings at all times with the purpose of enhancing the customer's stay;
- To ensure that the Office is adequately stocked with promotional material to meet customers' requests;
- To cater for enquiries made over the phone, take messages and direct them accordingly;
- To handle minor complaint and forward others to the respective unit;
- To sell MTA's point of sale material from Tourism Information Centres;
- To work according to set rosters and may be requested to work in other tourist information centres as and when required;
- To be familiar with and be able to use all equipment in the office;
- To perform any other duties that may be assigned from time to time.

### **Qualifications and Experience**

Applicants must be:

- In possession of two A Levels (preferably English and another foreign language);

**OR**

- In possession of at least two years working experience in an office dealing directly and continuously with customers. Priority will be given to those having experience in a customer-care/ front-line position involving face-to-face interaction with people.

## **Competencies**

- Must be proficient in English;
- Must be smart in appearance, friendly, energetic, outgoing and showing initiative;
- Preference will be given to those having working knowledge of at least another foreign language (i.e. Italian, French, German, Spanish etc) and who are in possession of European Computer Driving Licence (ECDL);
- Must have good knowledge of tourism attractions and heritage sites is considered an asset as is experience in the hospitality and tourism sector;
- Applicants are expected to work from Monday to Sunday on a 40 hour week (shift) basis;
- Must be computer literate and able to efficiently use and operate technological devices such as tablets, PCs, Photocopiers and other equipment;
- Ideally, will have own transport and in possession of a valid Driving Licence.

Interested candidates are to send an application letter and an up to date Curriculum Vitae on [hr@visitmalta.com](mailto:hr@visitmalta.com) by not later than Wednesday, 10<sup>th</sup> July 2019.

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