

JOB DESCRIPTION – TOURIST INFORMATION OFFICER

(Or any other similar position within the Authority)

Directorate: Tourist Information Offices

Reports to: Senior Manager – Tourist Information Offices

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.

The MTA reserves the right to transfer and assign duties in other departments depending on the Authority's work exigencies.

Competencies

- Must have excellent communication skills, both written and oral in Maltese and English languages
- 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.

Qualifications and Experience

Applicants must be:

- In possession of two A Levels preferably in English and another foreign language or a relevant and comparable qualification at MQF Level 4 or higher in Hospitality or Communication Skills;

Note:

- a) With respect to qualifications produced in response to this call for applications, applicants are required to produce a recognition statement by the Malta Qualifications Recognition Information Centre (MQRIC) based within the National Commission for Further and Higher Education (NCFHE), or by any other designated authority, as applicable. Such statement should be attached to the application and the original presented at the interview.*
- b) Applicants who are not in possession of such a statement may still apply, provided that they submit a copy of the statement to the receiving department/directorate as soon as it is available and, in any case, by not later than one month from the closing date of the call for applications. Applicants who fail to present the required statement within the one-month period for reasons beyond their control may request an extension of this time limit, up to a further one month, from the department/directorate receiving the applications, indicating clearly the reasons for the delay. Requests for extensions beyond this period are to be submitted for the consideration of the Public Service Commission.*
- c) Applicants are exempt from the above requirements in respect of qualifications obtained from accredited universities or other accredited institutions that are listed and available for download from the MQRIC page of the National Commission for Further and Higher Education website (<https://ncfhe.gov.mt>). In cases of doubt, however, the Selection Board may set aside this exemption and direct an applicant to procure a recognition statement from MQRIC in such a case the applicant shall be given one month to procure the statement, subject to the possibility of extension as provided for in sub-paragraph (b) above.*
- d) Applicants have the right to be given the reasons for decisions taken in their respect during a selection process. For this reason, applicants may lodge a petition by not later than 3 working days, after the result has been issued.*

Interested applicants are to submit their application together with an updated detailed Europass curriculum vitae to the HR & Administration Directorate thro' Ms Marika Borg on vacancies.mta@visitmalta.com, by not later than Thursday, 21st October 2021

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