



# HUMAN RESOURCE MANAGEMENT DIRECTORATE

Church Folly, Grand Turk, Turks & Caicos Islands. Ph: 649-946-2801, Fax: 649-946-1582

## GOVERNMENT VACANCY

<b>JOB TITLE:</b>	Tourism Trainer
<b>MINISTRY</b>	Ministry of Tourism, Agriculture, Fisheries, Religious Affairs & The Environment
<b>DEPARTMENT:</b>	Department of Tourism Regulations
<b>LOCATION:</b>	Providenciales

### **JOB SUMMARY:**

The Tourism Trainer will oversee the creation and validation of tourism standards. The incumbent will play a key role in crafting, executing, and assessing training and certification programmes and initiatives to improve the competencies and expertise of tourism businesses and individuals within the industry. In addition, the individual in this position will be tasked with establishing and sustaining operational systems to optimise registration, training, assessment, certification, and records management efficiency. The overarching objective is to contribute to elevating the quality of tourism services in the Turks and Caicos Islands (TCI) as a sought-after luxury tourism destination.

### **KEY DUTIES AND RESPONSIBILITIES:**

- Implement training activities mandated by TCI tourism legislation for business categories requiring certification renewal.
- Conduct engaging and interactive sessions for tourism professionals and support staff.
- Utilise diverse training methods (e.g., workshops, presentations, simulations) to cater to various learning styles.
- Monitor and coordinate tourism training plans, programmes, and budgets.
- Collaborate with quality assurance specialists for de-certification programme areas.
- Identify and engage with international training/tourism organisations to enhance training regulation.
- Conduct assessments to identify training needs within the tourism workforce.
- Develop comprehensive training programmes for various aspects of the tourism industry, including customer service, cultural sensitivity, and destination knowledge.
- Create onboarding programmes for new employees.
- Implement evaluation mechanisms for training programme effectiveness.
- Foster partnerships with tourism organisations, educational institutions, and industry experts.
- Maintain accurate records of training sessions, attendance, and participant feedback.
- Collaborate with the Statistics Unit for data needed to monitor DPR activities and the impact of the Quality Certification Programme.





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- Efficiently manage training resources, including materials, multimedia, and guest speakers
- Attend education conferences, meetings, and seminars.

## **QUALIFICATIONS AND EXPERIENCE:**

- Bachelor's Degree in Human Resources, Tourism, Education or Training or a related field with a minimum of 5 years of experience in the Tourism Industry or Education. Master's degree is a plus.
- Proven experience in tourism, education or human resource training and development.
- Five or more years of experience in engaging local communities and tourism SMEs in developing new tourism products.
- Five or more years of experience with quality, safety, and sustainable tourism development programmes for tourism services through international standards.

**SALARY** – Grade 7 \$54,670.00 per annum

## **APPLICATION PROCEDURE:**

Resumes with current contact information must be accompanied by a Cover Letter and two letters of reference (one preferably from a former employer) as well as copies of educational certificates and a copy of the Passport photo page, National Turks & Caicos Islander Status Card (where applicable). Shortlisted candidates must submit a Police Certificate.

