JOB DESCRIPTION TOURIST INFORMATION OFFICER

Directorate: Tourist Information Offices
Reports to: 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 maintained in good running order and that is adequately stocked with promotional material to meet customers' requests;
- To cater for enquiries made by email and over the phone, and direct them accordingly;
- To handle minor complaints and forward others to the respective unit;
- To sell MTA's point of sale material from Tourism Information Centres;
- To work as assigned at different Tourist Information Offices as and when required and according to set rosters;
- 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.
- To communicate regularly with back office staff and with colleagues to ensure excellence of service to clients at the Tourist Information Offices.
- To provide the services of tourist information provision and represent the MTA during one-off tourism-related events in Malta and Gozo as and when required.

The MTA reserves the right to transfer and assign duties in a similar position within other departments as per the Authority's work exigencies

Competencies

- Excellent communication skills in Maltese and English, both written and oral.
- 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 cultural activities and events, heritage sites, and tourist attractions;

- Work experience in the cultural, tourism and hospitality sectors will be considered an asset
- 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 English and another foreign language) or a relevant and comparable qualification at MQF Level 4 or higher (preferably English and another foreign language)

Working Conditions:

The positon of Tourist Information Officer is on an indefinite basis and subject to a probationary period of six (6) months, with a salary of €20,533 per annum and a yearly increment.

In addition to the Salary, the Tourist Information Officer shall be entitled to:

- Shift Allowance;
- Health Insurance;
- Savings Plan Policy (after probation)

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 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).*

c) *MTA is an equal opportunity employer and commits itself to select the right candidates irrespective of gender, ethnicity, culture, religion, income, marital status, sexual orientation, age, class, or disability.*

Submission of Applications

Interested candidates are required to submit the following documents:

- An up-to-date, detailed Europass CV
- Copies of academic certificates and/or transcripts

Applications, together with the above-mentioned documents, should be sent to the Human Resources Department on vacancies.mta@visitmalta.com by Wednesday 2nd December 2026.

Late applications will not be considered.

Jobsplus Permit Number 1214/2026