

**SKILLS FRAMEWORK FOR TOURISM
SKILLS MAP - TRAVEL OPERATIONS DIRECTOR**

Sector	Tourism	
Sub-Sector	Tour and Travel Services	
Track	Travel Management and Operations	
Occupation	Travel Operations Professional	
Job Role	Travel Operations Director	
Job Role Description	<p>The Travel Operations Director assumes overall responsibility for the organisation's daily operations including reservations, ticketing, travel coordination and customer service. This includes developing protocols and safety standards to ensure smooth operations through a combination of sound financial, people and resource management. He/She also drives performance of the various functions under his charge.</p> <p>Resourceful with strong organisational and interpersonal skills, he manages good working relationships with vendors and manages any issues with them. He possesses strong collaborative skills and works closely with internal stakeholders to provide feedback on products and services. He gives strategic guidance on the plans covering all operational aspects within the organisation.</p> <p>He may be required to maintain a flexible schedule and work on weekends, evenings and public holidays in both outdoors and office environment.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Manage Tour and Travel Services operations	Establish travel operations processes in line with organisation's strategies
		Ensure service benchmark requirements are met to maintain service quality
		Lead improvements to customer service experience
		Lead resolutions of contractual issues
	Manage vendors	Lead resolution of escalated contractual issues with existing vendors
		Oversee safety and health procedures and processes at vendor sites
	Develop operational guidelines	Review disaster relief, incident and contingency guidelines
		Review safety and security guidelines for developed itineraries
		Review regulatory compliance requirements of tour operations including visa and immunisation requirements
	Support products and services improvements	Review performance of existing vendors to feedback to internal stakeholders for contract renewals
		Review feedback for operational improvements and product development
		Provide feedback to internal stakeholders on product and service offerings
	Support human resource, technology and/or finance operations	Lead department's financial budgeting process to acquire funds for department's activities
		Oversee department's financial budget utilisation against departmental work plans
		Drive corporate governance measures
Manage subordinates' professional and career development		
Manage department's recruitment and retention efforts		
Lead technology application for improvements to productivity and innovation		

		Develop revised workplace technology approaches for productivity improvement and innovation		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Accident and Incident Response Management	Level 5	Communication	Advanced
	Budgeting	Level 5	Computational Thinking	Advanced
	Business Continuity Planning	Level 5	Decision Making	Advanced
	Business Performance Management	Level 5	Developing People	Advanced
	Continuous Improvement Management	Level 5	Interpersonal Skills	Advanced
	Contract Development and Management	Level 5		
	Corporate Governance	Level 5		
	Employee and Labour Relations	Level 5		
	Learning and Development	Level 5		
	Manpower Planning	Level 5		
	Organisational Vision, Mission and Values Formulation	Level 5		
	Product, Content and Experience Performance Management	Level 5		
	Productivity Improvement	Level 5		
	Resource Management	Level 5		
	Risk Management and Administration	Level 5		
	Service Excellence	Level 5		
	Stakeholder Management	Level 5		
	Strategy Planning	Level 5		
	Succession Planning	Level 5		
	Systems Thinking Application	Level 5		
	Technology Scanning	Level 5		
Tourism and Economic Development	Level 5			
Vendor Management	Level 5			
Workplace Safety and Health Performance Management	Level 5			
Programme Listing	For a list of Training Programmes available for the Tourism sector, please visit www.skillsfuture.sg/skills-framework/tourism			

The information contained in this document serves as a guide.