

MC No **0** 4, s. 2018

MEMORANDUM CIRCULAR

TO

: ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS: GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT

: QS for the Tourism Operations Positions in the Local Government Units pursuant to R.A. No. 9593

Pursuant to CSC Resolution No. 1800010 promulgated on 09 January 2018, the Commission amends the qualification standards of the Tourism Operations Positions in the Local Government Units (LGUs), as follows:

POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Tourism Operations Assistant	7	1	Completion of 2 years studies in college	None required	None required	Career Service (Sub-Professional)/ First Level Eligibility
Tourist Receptionist I	8	1	Completion of 2 years studies in college	1 year of relevant experience in the tourism industry either in the private sector or the government	4 hours of relevant training on tourism	Career Service (Sub-Professional)/ First Level Eligibility
Tourist Receptionist II	10	1	Completion of 2 years studies in college	2 years of relevant experience in the tourism industry either in the private sector or the government	8 hours of relevant training on tourism	Career Service (Sub-Professional)/ First Level Eligibility
Tourism Operations Officer I	11	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	None required	None required	Career Service (Professional)/ Second Level Eligibility

POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Tourism Operations Officer II	15	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	1 year of work experience and involvement in the tourism industry either in the private sector or the government	4 hours of relevant training on tourism or 2DOT specific and mandatory trainings such as but not limited to the following: • Tourism Awareness and Capability Building Seminar for LGUs • Seminar on Disaster Risk Reduction and Management • Basic Tourism Statistics Training (BTST) • Local Tourism Guidebook Orientation and; • Seminar on Gender and Development Orientation	Career Service (Professional)/ Second Level Eligibility

Senior Tourism Operations Officer	18	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	2 years of work experience and involvement in the tourism industry either in the private sector or the government	8 hours of relevant training on tourism or 3DOT specific and mandatory trainings such as but not limited to the following: • Tourism Awareness and Capability Building Seminar for LGUs • Seminar on Disaster Risk Reduction and Management • Basic Tourism Statistics Training (BTST) • Local Tourism Guidebook Orientation and;	Career Service (Professional)/ Second Level Eligibility
					Seminar on Gender and Development Orientation	

³Training required if the highest position created by the LGU belonging to the 1st to 3rd class municipalities is Senior Tourism Operations Officer (SG-18) who shall perform the functions of the Tourism Officer; Must be a Filipino citizen permanently residing in the LGU

POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Supervising Tourism Operations Officer	22	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	3 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: Tourism Awareness and Capability Building Seminar for LGUs Seminar on Disaster Risk Reduction and Management Basic Tourism Statistics Training (BTST) Local Tourism Guidebook Orientation and; Seminar on Gender and Development Orientation	Career Service (Professional)/ Second Level Eligibility
*Chief Tourism Operations	o citize 24	n permano 2	ently residing in the LGU Master's degree in tourism, business,	4 years of work experience and	DOT specific and mandatory trainings	Career Service (Professional)/
Officer			economics, marketing, public administration or other related fields	involvement in the tourism industry either in the private sector or the government	such as but not limited to the following: Tourism Awareness and Capability Building Seminar for LGUs	Second Level Eligibility
			Bachelor of Laws		 Seminar on Disaster Risk Reduction and Management 	
				Basic Tourism Statistics Training (BTST)		
				 Local Tourism Guidebook Orientation and; 		
					Seminar on Gender and Development Orientation	

POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Municipal Government Assistant Department Head I Municipal Government Assistant Department Head II City Government Assistant Department Head I	23	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	3 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: Tourism Awareness and Capability Building Seminar for LGUs Seminar on Disaster Risk Reduction and Management Basic Tourism Statistics Training (BTST) Local Tourism Guidebook Orientation and; Seminar on Gender and Development Orientation	Career Service (Professional)/ Second Level Eligibility
Must be a Filipino citize	en perm	anently resi	iding in the LGU			
Municipal Government Department Head I City Government Assistant Department Head II Provincial Government	24	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	4 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: Tourism Awareness and Capability Building Seminar for LGUs Seminar on Disaster Risk Reduction and Management Basic Tourism Statistics Training (BTST)	Career Service (Professional)/ Second Level Eligibility
Assistant Department Head Must be a Filipino citize	en nerm	anently res	iding in the LGU		 Local Tourism Guidebook Orientation and; Seminar on Gender and Development Orientation 	
	25	2	Bachelor's	5 years of work	DOT specific and mandatory	Career Service
Municipal Government Department Head II City Government Department Head I City Government Assistant Department Head II	25 25	4	degree in tourism, business, law, economics, marketing, public administration or other related fields	experience and involvement in the tourism industry either in the private sector or the government	trainings such as but not limited to the following: Tourism Awareness and Capability Building Seminar for LGUs Seminar on Disaster Risk Reduction and Management Basic Tourism Statistics	(Professional)/ Second Level Eligibility
Provincial Government Department Head	26				Training (BTST) Local Tourism Guidebook Orientation and; Seminar on Gender and Development Orientation	
City Government Department Head II	26				Development Onemation	
City Government	27					

The LGUs need **not** secure the approval of the CSC should the foregoing minimum qualification standards be adopted.

The LGUs may set specific or higher standards, in which case, they shall submit the same to the CSC, for its approval, and once approved, they shall be adopted by the CSC as the qualification standards in the attestation of their appointments;

Further, the corresponding position title and the parenthetical position title shall be indicated in the appointment to be issued to the Tourism Officer, with the rank of Department Head or Assistant Department Head for the determination of appropriate QS, e.g. Provincial Government Department Head (Tourism Officer) – SG 26; Municipal Government Assistant Department Head II (Tourism Officer) – SG 23.

The above qualification standards shall be the bases of the Civil Service Commission in attesting appointments and other human resource actions for the subject positions in the local government units.

This Memorandum Circular shall take effect after fifteen (15) calendar days from the date of publication of CSC Resolution No. 1800010.*

ALICIA dela ROSA - BALA Chairperson

16 MAR 2018

*CSC Resolution No. 1800010 dated January 09, 2018 was published on February 10, 2018 in the Philippine Star. A correction on the education requirement for the Chief Tourism Operations Officer (SG 24) position for Special Cities (Manila and Quezon City) was published on March 02, 2018 in page B6 of the Philippine Star.

HRPSO/APE/JLT/DOLM/Mya



QUALIFICATION STANDARDS

Re: QS for the Tourism Operations Positions in the Local Government Units (LGUs) pursuant to R.A. No. 9593

Number: 1800010
Promulgated: 09 JAN 2019

RESOLUTION

WHEREAS, Section 2 (2) Article IX (B) of the 1987 Philippine Constitution states that appointments in the civil service shall be made only according to merit and fitness to be determined, as far as practicable, and, except to positions which are policy determining, primarily confidential, or highly technical, by competitive examination;

WHEREAS, Section 12(1), Chapter 3, Title I (A) Book V of Executive Order No. 292, provides that the Commission shall administer and enforce the constitutional and statutory provisions in the merit system for all levels and ranks in the Civil Service;

WHEREAS, Section 4, Rule IV of the Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws provides that the Commission shall adopt qualification standards for service-wide positions in the first and second levels and shall review and update, whenever necessary, those already established;

WHEREAS, Section 42, Subchapter II-E (Shared Responsibilities of National and Local Governments), Chapter II of Republic Act No. 9593, otherwise known as the "Tourism Act of 2009", provides that, "Every province, city or municipality in which tourism is a significant industry shall have a permanent position for a tourism officer. He or she shall be responsible for preparing, implementing and updating local tourism development plans, and enforcing tourism laws, rules and regulations. In the performance of his or her functions, the tourism officer shall coordinate with the Department and its attached agencies.

"Prior to appointment, every tourism officer must have obtained a relevant bachelor's degree and at least five (5) years of substantial involvement in the tourism industry. The Department may also impose other relevant qualifications and require periodic completion of training programs. Such qualifications and the powers and functions of tourism officer shall be defined in the implementing rules and regulations of this Act.";

WHEREAS, Section 43 of the same law states that, "Tourism Assistance. – In coordination with the Department's regional offices, every province, city or municipality in which tourism is a significant industry shall establish a tourist information and assistance center to assist tourists and tourism enterprises.";

WHEREAS, Section 125 (b) and (c) of the Implementing Rules and Regulations (IRR) of R.A. No. 9593 provides for the qualifications of the Tourism Officer position in the LGUs, to wit;

"(b) The tourism officer shall be appointed by a local executive based on the following qualifications:

Bawat Kawani, Lingkod Bayani

- (1) Must be a Filipino citizen permanently residing in the LGU where the position is available;
- (2) Must obtain relevant bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields;
- (3) At least five (5) years of substantial work experience and involvement in the tourism industry either in the private sector or government; and
- (4) Must undergo and pass the training programs undertaken by the Department
- "(c) LGUs shall ensure the periodic attendance and completion by the tourism officers of the training programs conducted by the Department.";

WHEREAS, Section 126 (a, b and c) of the said Implementing Rules and Regulations of R.A. No. 9593 also provides, as follows;

- "(a) LGUs in which tourism is a significant industry shall establish a tourist information and assistance center to assist tourists and tourism enterprises.
- "(b) The Department shall provide technical advice to the LGUs regarding the establishment and management of the said center.
- "(c) LGUs shall allocate appropriate funds for the construction and maintenance of the tourist information and assistance center, including the provision of personnel to manage the center."

WHEREAS, the Commission deems it necessary to establish appropriate QS for tourism officer positions in the LGUs in consultation with concerned agencies;

WHEREAS, the Commission, in coordination with the Department of Tourism (DOT), identified the specific and mandatory trainings that should be attended by the LGU Tourism Officer in compliance with R.A. No. 9593;

WHEREAS, the DOT, through Director Maria Rica C. Bueno, Office of Tourism Standards and Regulations, informed the Commission of the following specific and mandatory trainings that should be attended by the LGU Tourism Officer to comply with Section 125 (b) (4) of the IRR of R.A. No. 9593: Tourism Awareness and Capability Building Seminar for LGUs (24 hours), Seminar on Disaster Risk Reduction and Management (24 hours), Basic Tourism Statistics Training (BTST) (32 hours), Local Tourism Guidebook Orientation (16 hours); and Seminar on Gender and Development Orientation (8 hours);

WHEREAS, the Commission consulted the Department of Budget and Management (DBM) on the need to create a new position based on the provision of Section 42 of R. A. No. 9593 and Section 125 (b) of the IRR of the same law or if the local government units (LGUs) can adopt the approved position titles for Tourism Operations Officer positions to implement the provisions of RA No. 9593;

WHEREAS, Assistant Secretary Myrna S. Chua, DBM clarified that to implement the provision of R.A. No. 9593: "LGUs may use position titles provided under Local Budget Circular No. 61¹ specifically for Tourism Operations in LGUs. The creation of a separate Tourism Officer position is no longer necessary since per perusal of the intended duties and

¹Revised Index of Occupational Services, Position Titles and Salary Grades (IOS) in the Local Government

functions of the Tourism Officer, the same are inherent in the existing classes of TOO [Tourism Operations Officer positions] in the IOS for national and local government agencies.";

WHEREAS, in the 1997 CSC Revised Qualification Standards Manual, the approved QS for the positions under Tourism Operations in the LGUs are, as follows:

POSITION	SG	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Tourism Operations Assistant	7	Completion of 2 years studies in college	None required	None required	Career Service (Sub-Professional) / First Level Eligibility
Tourist Receptionist I	8	Completion of 2 years studies in college	1 year relevant experience	4 hours of relevant training	Career Service (Sub-Professional) / First Level Eligibility
Tourist Receptionist II	10	Completion of 2 years studies in college	2 yrs. of relevant experience	8 hours of relevant training	Career Service (Sub-Professional) / First Level Eligibility
Tourism Operations Officer I	11	Bachelor's degree relevant to the job	None required	None required	Career Service (Professional)/ Second Level Eligibility
Tourism Operations Officer II	15	Bachelor's degree relevant to the job	1 yr. relevant experience	4 hours of relevant training	Career Service (Professional)/ Second Level Eligibility
Senior Tourism Operations Officer	18	Bachelor's degree relevant to the job	2 yrs. of relevant experience	8 hours of relevant training	Career Service (Professional)/ Second Level Eligibility
Supervising Tourism Operations Officer	22	Bachelor's degree relevant to the job	3 yrs. of relevant experience	16 hours of relevant training	Career Service (Professional)/ Second Level Eligibility
Chief Tourism Operations Officer	24	Masteral Degree	4 yrs. of relevant experience	24 hours of relevant training	Career Service (Professional)/ Second Level Eligibility

WHEREAS, Section 76, Title III of the Local Government Code of 1991 or R.A. No. 7160 states that: "Every local government unit shall design and implement its own organizational structure and staffing pattern taking into consideration its service requirements and financial capability, subject to the minimum standards and guidelines prescribed by the Civil Service Commission.";

WHEREAS, the LGUs may create other positions based on their priority needs and financial capability, provided that they conform to the guidelines set forth in the DBM's Local Budget Circular (LBC) No. 61 dated March 18, 1996;

WHEREAS, the LGUs shall be guided by the following standards on position titles and salary grades of Department Heads (DH), Assistant Department Heads (ADH), and the highest position below the ADH in the creation of its Tourism Officer position;

Local Government Unit	Department Head (DH)	Asst. Department Head (ADH)	Highest Position Below the ADH
Provinces	Provincial Government	Provincial Government Assistant	Chief Tourism Operations
	Department Head (SG 26)	Department Head (SG 24)	Officer (SG 22)
Special Cities (Manila and Quezon City)	City Government Department	City Government Assistant	Chief Tourism Operations
	Head III (SG 27)	Pepartment Head III (SG 25)	Officer (SG 24)

Local Government Unit	Department Head (DH)	Asst. Department Head (ADH)	Highest Position Below the ADH
Highly Urbanized Cities	City Government Department Head II (SG 26)	City Government Assistant Department Head II (SG 24)	Chief Tourism Operations Officer (SG 22)
Component Cities	City Government Department Head I (SG 25)	City Government Assistant Department Head I (SG 23)	Supervising Tourism Operations Officer (SG 22)
Municipalities within Metro Manila	Municipal Government Department Head II (SG 25)	Municipal Government Assistant Department Head II (SG 23)	Supervising Tourism Operations Officer (SG 22)
Municipalities outside Metro Manila- 1st to 3rd Class Municipalities	Municipal Government Department Head I (SG 24)	Municipal Government Assistant Department Head I (SG 22)	Senior Tourism Operations Officer (SG 18)
Municipalities outside Metro Manila- 4 th to 6 th Class Municipalities	Municipal Government Department Head I (SG 24)	Municipal Government Assistant Department Head I (SG 22)	Tourism Operations Officer II (SG 15)

WHEREAS, to conform to the provisions of R.A. No. 9593, there is a need to amend the existing qualification standards of the Tourism Operations positions in the LGUs as well as set the QS for higher positions that the LGUs may create;

WHEREFORE, the Commission, in consultation with the DOT and DBM, RESOLVES to ISSUE the amended QS of the various positions under Tourism Operations in the LGUs, and the new QS for Department Head and Assistant Department Head positions, as follows:

POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Tourism Operations Assistant	7	1	Completion of 2 years studies in college	None required	None required	Career Service (Sub-Professional)/ First Level Eligibility
Tourist Receptionist I	8	1	Completion of 2 years studies in college	1 year of relevant experience in the tourism industry either in the private sector or the government	4 hours of relevant training on tourism	Career Service (Sub-Professional)/ First Level Eligibility
Tourist Receptionist II	10	1	Completion of 2 years studies in college	2 years of relevant experience in the tourism industry either in the private sector or the government	8 hours of relevant training on tourism	Career Service (Sub-Professional)/ First Level Eligibility
Tourism Operations Officer I	11	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	None required	None required	Career Service (Professional)/ Second Level Eligibility



				TRAINING	ELIGIBILITY
15	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	1 year of work experience and involvement in the tourism industry either in the private sector or the government	4 hours of relevant training on tourism or 2DOT specific and mandatory trainings such as but not limited to the following: • Tourism Awareness and	Career Service (Professional)/ Second Level Eligibility
				Seminar on Disaster Risk Reduction and Management	
			,	Basic Tourism Statistics Training (BTST) Least Tourism Childeback	
				Orientation and; Seminar on Gender and	
	2		tourism, business, law, economics, marketing, public administration or	tourism, business, law, economics, marketing, public administration or other related fields experience and involvement in the tourism industry either in the private sector or the	tourism, business, law, economics, marketing, public administration or other related fields experience and involvement in the tourism industry either in the private sector or the government Tourism Awareness and Capability Building Seminar for LGUs Seminar on Disaster Risk Reduction and Management Basic Tourism Statistics Training (BTST) Local Tourism Guidebook Orientation and;

²Training required if the highest position created by the LGU belonging to the 4th to 6th class municipalities is Tourism Operations Officer II (SG-1 who shall perform the functions of the Tourism Officer; Must be a Filipino citizen permanently residing in the LGU

Senior	18	2	Bachelor's degree in	2 years of work	8 hours of relevant training	Career Service
Tourism Operations			tourism, business,	experience and	on tourism	(Professional)/
Operations Officer			law, economics, marketing, public administration or other related fields	involvement in the tourism industry either in the private sector or the government	or 3DOT specific and mandatory trainings such as but not limited to the following: • Tourism Awareness and Capability Building Seminar for LGUs • Seminar on Disaster Risk Reduction and Management • Basic Tourism Statistics Training (BTST) • Local Tourism Guidebook	Second Level Eligibility
					Orientation and;	
					Seminar on Gender and Development Orientation	

³Training required if the highest position created by the LGU belonging to the 1st to 3rd class municipalities is Senior Tourism Operations Officer (SG-18) who shall perform the functions of the Tourism Officer; Must be a Filipino citizen permanently residing in the LGU



POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Supervising Tourism Operations Officer	22	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	3 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: Tourism Awareness and Capability Building Seminar for LGUs Seminar on Disaster Risk Reduction and Management Basic Tourism Statistics Training (BTST) Local Tourism Guidebook Orientation and; Seminar on Gender and Development	Career Service (Professional)/ Second Level Eligibility
Must be a Filinin	o citizo	n nermanı	ently residing in the LGU	P	Orientation	
*Chief Tourism Operations Officer	24	2	Master's degree in tourism, business, economics, marketing, public administration or other related fields or Bachelor of Laws	4 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: Tourism Awareness and Capability Building Seminar for LGUs Seminar on Disaster Risk Reduction and Management Basic Tourism Statistics Training (BTST) Local Tourism Guidebook Orientation and; Seminar on Gender and Development Orientation	Career Service (Professional)/ Second Level Eligibility

Must be a Filipino citizen permanently residing in the LGU *For Special Cities only (Manila and Quezon City)



POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Municipal Government Assistant Department Head I Municipal Government Assistant	22	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration	3 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: Tourism Awareness and Capability Building Seminar for LGUs	Career Service (Professional)/ Second Level Eligibility
Department Head II City Government	23		or other related fields		Seminar on Disaster Risk Reduction and Management	
Assistant Department Head I		8			Basic Tourism Statistics Training (BTST)	
					Local Tourism Guidebook Orientation and;	
					Seminar on Gender and Development Orientation	
Must be a Filipino citize	en perm	anently resi	ding in the LGU			
Municipal Government Department Head I	24	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	4 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: Tourism Awareness and Capability Building Seminar for LGUs Seminar on Disaster Risk Reduction and	Career Service (Professional)/ Second Level Eligibility
City Government Assistant Department Head II	24					
Provincial Government Assistant Department Head	24				Management Basic Tourism Statistics Training (BTST) Local Tourism Guidebook Orientation and; Seminar on Gender and Development Orientation	
Must be a Filipino citize	en perma	anently resi	ding in the LGU			
Municipal Government Department Head II	25	di tc bi ei m pi ai	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	5 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: Tourism Awareness and Capability Building Seminar for LGUs Seminar on Disaster Risk Reduction and Management Basic Tourism Statistics Training (BTST) Local Tourism Guidebook Orientation and; Seminar on Gender and	Career Service (Professional)/ Second Level Eligibility
City Government Department Head I	25					
City Government Assistant Department Head III	25					
Provincial Government Department Head	26					
City Government Department Head II	26				Development Orientation	
City Government	27					

The Commission **RESOLVES FURTHER** that the LGUs need **not** secure the approval of the CSC should the foregoing minimum qualification standards be adopted.

The LGUs may set specific or higher standards, in which case, they shall submit to the CSC, for approval, the specific and higher standards, and once approved, they shall be adopted by the CSC as the qualification standards in the attestation of their appointments;

The Commission **RESOLVES FURTHERMORE** that the corresponding position title and the parenthetical position title shall be indicated in the appointment to be issued to the Tourism Officer, with the rank of Department Head or Assistant Department Head for the determination of appropriate QS, e.g. Provincial Government Department Head (Tourism Officer) – SG 26; Municipal Government Assistant Department Head II (Tourism Officer) – SG 23.

The abovementioned qualification standards shall be the bases of the Civil Service Commission in attesting appointments and in evaluating other human resource actions for the subject positions in the local government units.

This Resolution shall take effect after fifteen (15) calendar days from its publication in a newspaper of general circulation.

Quezon City.

ALICIA dela ROSA - BALA

Chairperson

ROBERT S. MARTINEZ

Commissioner

LEOPOLDO ROBERTO W. VALDEROSA, JR.

Commissioner

Attested By:

DOLORES B. BONIFACIO

Director IV

Commission Secretariat and Liaison Office