

[HRD-NOV-2025-016](#)

04 March 2025

John Hay Management Corporation (JHMC), a subsidiary of the Bases Conversion and Development Authority (BCDA) is the estate manager of the Camp John Hay Reservation containing an area of 625 hectares more or less is in need of:

Position	PUBLIC ASSISTANCE AND COMPLAINTS DESK OFFICER (PACD)
Employment Status	Fixed – term Employment
Salary	Job Level 9, Php 833.04/day

QUALIFICATION STANDARDS:

Education	<i>Bachelor's degree preferably in Public Administration; Management; or Business Administration; Any course in the field of Statistics, Mathematics, Economics, or other related courses</i>
Experience	<i>None required</i>
Training	<i>24 hours of relevant training</i>

GENERAL DUTIES AND RESPONSIBILITIES

1. *Act as the Public Assistance/ Complaint Desk Officer as well as the Officer of the Day;*
2. *Prepare monthly Public Assistance Officer reports;*
3. *Assist in ensuring that the JHMC is compliant with its Citizen's Charter and R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018;*
4. *Respond to queries of callers, visitors, and guests regarding JHMC and/or BCDA;*
5. *Coordinate with the JHMC Offices on all requests for assistance, as well as complaints by the general public;*
6. *Coordinate with the JHMC 8888 Committee for reports or complaints received on acts of red tape, as defined under R.A. No. 9485 and other relevant laws, and/or corruption of any JHMC employee;*
7. *Ensure that JHMC Customer Feedback Forms are filled out every transaction; and,*
8. *Perform other related functions as may be assigned.*

Qualified applicants are requested to **PERSONALLY SUBMIT** the **COMPLETE REQUIREMENTS** provided hereunder to the **HRD on or before 11 MARCH 2025:**

1. Application letter
Addressed to the: President and CEO Atty. Marlo Ignacio V. Quadra
Attention: HR Officer, Avigale C. Villanueva
2. **Notarized** Personal Data Sheet (PDS) with at least three (3) character reference with **email addresses and contact numbers**
3. Transcript of Records and Diploma
4. Copies of Training Certificates (2024 – 2020)
5. NBI Clearance
6. Barangay Certification (**Residency and complaints, its nature, and status, if any**)

For inquiries, please email: avigale.villanueva@jhmc.com.ph

LATE AND INCOMPLETE APPLICATIONS SHALL NOT BE ENTERTAINED.

The Equal Opportunity Principle is recognized by this office, and all qualified applicants will be given consideration for employment regardless of their preferred sex or gender, age, ethnicity, religious affiliation, civil status, national origin, disability status, or any other characteristics protected by law