



WE ARE HIRING PUBLIC ASSISTANCE AND COMPLAINTS DESK (PACD) OFFICER

DEADLINE : 03 JULY 2025

HRD-NOV-2025-127

Job Level 9, PhP 833.04/day
Fixed-based Employment

Qualification Standards

Education: Bachelor's degree preferably in Public Administration, Management; or Business Administration; or Any course in the field of Statistics, Mathematics, Economics, or other related courses.

Experience: *None require, but preferably with Officer-of -the-Day experience*

Training: *None required*

Other Requirement: *None*

Qualified applicants are requested to **PERSONALLY SUBMIT** the following to the **HRD on or before 03 JULY 2025:**

1. Application letter
Addressed to the: President and CEO Manjit T. Singh Reandi
2. Barangay Certification (Residency and complaints, its nature, and status, if any
3. Diploma
4. NBI Clearance
5. Notarized Personal Data Sheet (PDS) with at least three (3) character reference with email addresses and contact numbers
PRINTED BACK-TO-BACK and DO NOT LEAVE BLANK SPACES. Write N/A if not applicable
6. Transcript of Records and/or Form 2316 (for High school graduates)
7. Copies of Training Certificates (2024 – 2020)

**LATE AND INCOMPLETE APPLICATIONS
SHALL NOT BE ENTERTAINED**

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.

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