

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.

Our company is in need of a **PUBLIC ASSISTANCE AND COMPLAINTS DESK (PACD) OFFICER**

Job Level: **JL 9 (Php 833.04/ day)**

Employment Status: **Fixed-Term Employment**

Qualified applicants are requested to **PERSONALLY SUBMIT** the following to the Human Resource Division (HRD) on or before **13 JANUARY 2026**:

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 (Photocopy)
4. NBI Clearance
5. Notarized Personal Data Sheet (PDS)
6. Transcript of Records and/or Form 2316 for High School Graduates (Photocopy)
7. Copies of Training Certificates (2024 – 2020)

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 required, but preferably with Officer-of-the-Day experience
Training	None required
Other Requirement/s	Knowledgeable in Microsoft Office and various Google tools

DUTIES AND RESPONSIBILITIES:

1. Act as the Public Assistance/ Complaints Desk Officer as well as the Office 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.
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 888 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 Client Feedback Forms are filled out for every transaction.
8. Prepare monthly analysis of the Client Satisfaction Measurement (CSM) of JHMC for External Clients in accordance with the ARTA guidelines.
9. Perform other related functions as may be assigned.