

ADMINISTRATIVE AIDE VI (PUBLIC ASSISTANCE AND COMPLAINTS DESK OFFICER)

Nature of Engagement: Job Order

Salary Grade: 6

Monthly Salary: 14,340

1. Perform the responsibilities of a Public Assistance and Complaints Desk Officer;
2. Prepare monthly Public Assistance Officer reports;
3. Assist in ensuring that the OTC 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 OTC and transport cooperatives;
5. Coordinate with the three divisions and the Office of the Chairman on all requests for assistance, as well as complaints by the general public;
6. Ensure that OTC client feedback forms are filled out after every transaction;
7. Assist the Acting Property and Supply Officer in encoding various procurement-related documents;
8. Perform other related functions as may be assigned.

Interested and qualified applicants may send their Application Letter, Personal Data Sheet (CS Form No. 212, Revised 2017 which may be downloaded at the CSC website), Curriculum Vitae, and photocopy of their Transcript of Records to personnelsection.otc@gmail.com

Please address your Application Letter to:

MR. MEDEL H. AFALLA

Officer-in-Charge

Office of the Chairman

Office of Transportation Cooperatives