

Date: **03 September 2024**

### **NOTICE OF VACANCY**

We wish to inform you that the Department of Social Welfare and Development (DSWD) Field Office Caraga has **one (1) vacant Contract of Service** position with details as follows:

**Office: Promotive Services Division**

#### **PROJECT DEVELOPMENT OFFICER III**

Item number : N/A  
Compensation : SG 18 (Php 46, 725.00)  
Place of Assignment: DSWD Field Office Caraga-ROC

#### **PREFERRED QUALIFICATIONS:**

Education : Bachelor's degree in any Social Science course  
Training : At least eight (8) hours of relevant training in any of the following areas: monitoring and evaluation, technical writing, dispute resolution, use of any information system applications, research, supervision or other related areas  
Experience : At least two (2) years of relevant experience involving management and supervision, grievance management/complaints-handling and familiarity with basic office productivity tools  
Eligibility : Career Service (Professional)/ 2<sup>nd</sup> Level Eligibility  
Skills : Proficient in the use of MS Office, especially MS Excel: proficient in technical writing and analysis and intermediate customer service skills

#### **Job Functions and Outputs:**

**As Regional Operation Center (ROC) Head:**

1. Assist in aligning and communication of division goals to employees;
2. Supervise the daily activities and work volume if units in attending to incoming customer queries and the resolution of the client concerns to provide excellent public service delivery in accordance with the Civil Service Commission Contact Center ng Bayan, 8888 and Presidential Complaint Center standard turn-around time and procedure;
3. Suggest improvement on work policies and procedures;
4. Implements work policies and processes;
5. Monitors the performance and development of employees;
6. Establishes working relationship with internal units and external partners that impact on the division outputs;

7. Provides technical and consultative services to internal partners;
8. Submit monthly/quarterly and semestral comprehensive reports to Assistant Regional Director for Operations (ARDO), DSWD Central Office and other DSWD Offices;
9. Approves performance evaluation reports;
10. Oversee the management and operations in the Public Assistance and Complaints Desk; and
11. Perform other tasks that may be assigned or required by ARDO and Regional Director.

**As Anti-Red Tape Unit (ARTU) Secretariat**

1. Prepare and consolidate the division/sections submission of the following:
  - a. Program and Services Delivery Improvement Plan
  - b. Zero Backlog Certificate of Compliance and/or Zero Backlog reports
  - c. Citizen’s Charter and Certificate of Compliance
  - d. Client Satisfaction Measurement Reports
2. Provide administrative support such as arranging and organizing meetings and activities to ensure compliance with the requirements of the Ease of Doing Business (EODB) Law and Quality Management System;
3. Update record of the ARTU relative of EODB Law requirements;
4. Assist the ARTU Focal in the conduct of internal spot-check audits on the compliance of their respective office and
5. Perform other task as may be assigned in accordance with the implementation of EODB.

Applicants should be guided by the following **Criteria for Evaluation:**

• Education (E)	25%
• Training (T)	10%
• Experience (E)	25%
• Initial Qualifying Test (IQT)	10%
• Special Exam (Technical)	15%
• Interview	10%
• IPCR or any related Performance Assessment Review	5%
<b>Total</b>	<b>100%</b>

**Initial Shortlisting: Obtain 75% or 45 points of the maximum total score of ETE**

**Second Shortlisting: Top Five Highest rating but overall rating should not less than 80%**

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Interested and qualified applicants may submit their application through <https://caraga-iris.dswd.gov.ph/>, with the complete scanned copies of the following documents below **on or before 8 September 2024.**

1. Application letter addressed to Regional Director Mari-Flor A. Dollaga-Libang;
2. .PDF file of duly filled out notarized **Personal Data Sheet** with affixed signature and passport size ID picture (Civil Service Form No. 212, Revised 2017 which can be downloaded at <https://tinyurl.com/cscform212r2017>);



3. .PDF file of duly filled out **Work Experience Sheet** which can be downloaded at <https://tinyurl.com/cscform212r2017>;
4. Authenticated copy of Transcript of Records or equivalent;
5. Authenticated copy of certificate of eligibility/rating/license (if applicable);
6. Copy of Certificate of relevant trainings and seminars attended (if indicated in the PDS); and
7. Copy of duly signed Individual Performance Contract Rating/Summary of Rating Performance Contract Assessment or equivalent (if with work experience).

\*\*\*\*\***IMPORTANT REMINDERS**\*\*\*\*\*

- a. All applications shall **ONLY** be submitted through the above-mentioned link.
- b. Files should be in a PDF/PNG/JPEG (ensure that it is clear and readable). If you have multiple pages/photos for one requirement, you may use this link (<https://combinepdf.com/>) for combining documents.
- c. Requests for extension of submission and application with incomplete documents shall not be entertained.
- d. All communications pertaining to your application shall be sent via text/e-mail.

All vacant positions shall be open to all qualified applicants regardless of age, gender, civil status, disability, region, ethnicity, social status, class, political affiliation, or other similar factors/personal circumstances which run counter to the principles of merit and fitness for the job and equal employment opportunity.

For inquiries, please call Human Resource Planning and Performance Management Section through the telephone number (085) 303-8620 local 114 or send us your queries through <https://caraga-iris.dswd.gov.ph/>.

  
GENELYN P. MARTURILLAS  
Administrative Officer V  
Human Resource Planning and Performance Management Section