

MWSS Regulatory Office is hiring!

DEPARTMENT MANAGER A (Item No.51) (JG-14 Plantilla Position)

QUALIFICATION:

- Master's Degree or Certificate in Leadership and Management from the CSC
- 120 hours of supervisory / management training / learning and development intervention
- 5 years of supervisory / management experience
- Career Service Professional (Second Level Eligibility)

JOB DESCRIPTION:

- Develops a reporting regime regarding customer service standards
- Formulates and recommends policies, rules, and regulations for the improvement of customer service
- Develops standards and evaluates the performance of Concessionaires relative to customer service
- Expedites resolution of complaints through the facilitation of meetings between the Concessionaires and the customers
- Directs and supervises daily staff monitoring activities
- Evaluates staff performance



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JOB DESCRIPTION:

- Studies and responds to complaints received from customers and affected groups
- Prepares monthly monitoring reports on KPIs (Key Performance Indicators), Planned Interruptions, and other obligations for submission to the Deputy Administrator
- Attends inauguration activities and community briefings of the Concessionaires on behalf of the Department
- Certifies the correctness of service performance data provided to the World Bank, ADB, Office of the President, NEDA, NSCB, DTI, LGUs, NGOs and other data endorsers
- Performs other functions that may be assigned by the Deputy Administrator from time to time



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All interested and qualified individuals regardless of age, sex, sexual orientation, gender identity, civil status, disability, religion, ethnicity, or political affiliation are encouraged to apply.

REQUIREMENTS:

Qualified applicants should signify their interest in writing with the plantilla item number of the position being applied. They should attach the following documents to the application letter and send these not later than **11 February 2024**.

1. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212) and Work Experience Sheet (WES), which can be downloaded at www.csc.gov.ph
2. Most recent Transcript of Record / Certificate of units earned
3. Learning and Development certificates
4. Performance rating in the present position for one (1) year (if applicable)
5. Photocopy of certificate of eligibility / rating / license (if applicable)



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QUALIFIED APPLICANTS are advised to hand in or send through courier/email their application to:

RAMON A. JAVIER

Department Manager for Administration
Metropolitan Waterworks and Sewerage System Regulatory Office
Katipunan Avenue, corner H. Ventura Street, Barangay Pansol, Balara, Quezon City
personnel@ro.mwss.gov.ph

APPLICATIONS WITH INCOMPLETE DOCUMENTS SHALL NOT BE ENTERTAINED.

