



REPUBLIC OF THE PHILIPPINES
SAN JOSE CITY WATER DISTRICT
2675 Maharlika Road, Brgy. Abar 1st,
San Jose City-NE 3121
-00-

AUGUST 05, 2019

REGION 111
AGENCY SAN JOSE CITY WATER DISTRICT
POSITION TITLE CUSTOMER SERVICE ASSISTANT E
PLACE OF ASSIGNMENT SAN JOSE CITY WATER DISTRICT
SALARY GRADE 4-2
ITEM NUMBER 49
PAGE NUMBER 5

QUALIFICATION STANDARD

EDUCATION	COLLEGE LEVEL
EXPERIENCE	NO EXPERIENCE REQUIRED
TRAINING	NO TRAINING REQUIRED
ELIGIBILITY	SUB-PROFESSIONAL ELIGIBILITY

DUTIES AND RESPONSIBILITIES:

ASSISTS IN REVIEWS AND SORTS DOCUMENTS, WATER BILL, MAINTENANCE ORDERS, APPLICATION FORMS AND IDENTITY STATUS OF REQUESTED INFORMATION FROM CUSTOMERS OR FIELD METER READERS FOR COMPLETENESS, JURISDICTION AND ACCURACY AND RESOLVES DEFICIENCIES WITH CUSTOMERS.

MAKES CALLS FROM CUSTOMERS WHO ARE EXPERIENCING DIFFICULTY IN RESOLVING ROUTINE/BASIC ISSUES REFERS COMPLEX, ISSUES OR CUSTOMER QUESTIONS REQUIRING IN-DEPTH KNOWLEDGE OF GOVERNING LAWS, RULES, CODES, POLICIES AND PROCEDURES TO APPROPRIATE DIVISION MANAGER WITHIN THE DISTRICT.


POTENCIANA B. PADERES
Senior IRMO