




JOB POSTING FORM

Office / Division / Unit	Number of positions requested	Item No.	Position/SG	Qualifications
PVAO /Claims Division/ FSEO Legaspi	1		Administrative Aide - COS	<p>Educational Background : Completion of two (2) years studies in college and preferably IT.</p> <p>Eligibility : Career Service (Sub-Professional)/First Level</p>
Job Description/Functions				<p>Work Experience : None required</p> <p>Training : None required</p> <p>Skill/Competencies: Level 1</p>
<ol style="list-style-type: none"> 1. Encode all claim applications, Pensioners Update Form & application for Pensioner's ID. Maintain a simple database for pensioners in their area of responsibility. 2. Receive/sort and record incoming and outgoing communications. 3. Prepare transmittal letters on various documents and reports to be forwarded to Central Office. 4. Update Office's Information Kit from time to time. 5. Maintains files of communications, office directives, and other reports for reference. 6. Attend to walk-in claimant's and answer phone calls regarding queries concerning claims on veterans benefits and among others. 				<ol style="list-style-type: none"> 1. Exemplifying Professionalism - The ability to exemplify high standards of professional behavior as public servants and achieving expected outcomes for assigned responsibilities. 2. Demonstrating Integrity - The ability to abide by moral or ethical convictions and doing the right thing in all circumstances in the course of work at PVAO. 3. Communicating Effectively - The ability to articulate and convey information and ideas in order to notify, persuade or mobilize individuals or groups through verbal or written form. 4. Collaborating and Partnering - The ability to build, develop and utilize collaborative relationships within the organization to facilitate or achieve the accomplishment of objectives, goals, and activities. 5. Displaying Resilience - The ability to overcome work challenges and maintain effective performance under pressure and/or crisis situations. 6. Focusing on Customers - The ability to effectively deal with and/or meet the needs of customers. 7. Demonstrating Computer Literacy - The ability to facilitate or expedite work through the use or aid of technology such as computers and software. 8. Records Management - The ability to maintain an updated and orderly filing system to facilitate retrieval and ensure that confidential and/or personal files and records are properly secured and maintained. 9. Clerical/ Executive Assistance Skills - The ability to provide assistance to key personnel by accomplishing routine and administrative tasks. 10. Veterans Services and Affairs Management - The ability to administer and manage veteran services and programs.

Submitted by:


RAQUEL A. CAJUGIRAN
 Chief, Claims Division