



## JOB DESCRIPTION

<b>POSITION TITLE:</b>	
<b>RECEIVING CLERK</b>	
<b>JOB OBJECTIVES:</b>	
To achieve customer satisfaction by following and improving established procedures in handling customer requests, inquiries and complaints.	
<b>SPECIFIC DUTIES AND RESPONSIBILITIES:</b>	
<ol style="list-style-type: none"><li>1. Exercises utmost courtesy while attending to the needs of walk-in customers as well as those made through telephone calls to determine actual requirements of customers;</li><li>2. Reviews and checks for thoroughness and completeness the requirements for new connections;</li><li>3. Accomplishes contracts for connection and/or disconnection;</li><li>4. Prepares the necessary service orders and service requests with accurate information and transmit them to personnel-in-charge of dispatching for appropriate action;</li><li>5. Encodes, maintains and updates files of service orders and customers' records to ensure easy retrieval and accuracy of information;</li><li>6. Coordinates with appropriate units to secure accurate information on status of connection requests.</li><li>7. Performs other tasks that may be assigned from time to time.</li></ol>	
<b>JOB SPECIFICATIONS/QUALIFICATIONS:</b>	
<b>Education</b>	: Graduate of a 4-year Course
<b>Experience</b>	: At least one (1) year experience in clerical work
<b>Competencies</b>	: Basic: <ul style="list-style-type: none"><li>• Customer Service orientation</li><li>• Communication Skills</li><li>• Innovation and Adaptability</li><li>• Integrity</li></ul> Functional:

- Time Management
- Planning and Organizing
- Achievement/ Results Orientation
- Computer Literacy

**WORKING CONDITIONS and PHYSICAL DEMANDS:**

An eight-hour duty in a well-ventilated office that requires the use of computer, telephone and other office equipment and the need to make occasional trips to and from areas to coordinate and perform work with other units.