



JOB DESCRIPTION MANUAL

1. POSITION TITLE **SENIOR ASSOCIATE**

2. OFFICE / UNIT

2.1	Office	Administrative Management Office (AMO)
2.2	Unit	Facilities Management Unit (FMU)

3. ORGANIZATIONAL RELATIONSHIP

3.1	Reports to	Manager, AMO
3.2	Supervises	none

4. POSITION CLASSIFICATION

4.1	Career Band	2
4.2	Job Class	4

5. JOB SUMMARY

5.1 Provide operational and administrative support relative to accommodation, function room and banquet requirements thereby contributing in sustaining the Center's operations/programs and ensuring client satisfaction.

6. ACCOUNTABILITY STATEMENTS

- 6.1 Timely and efficient provision of accommodation and banquet requirements based on Function /Guest Room Reservation Form subject to availability and appropriateness of budget
- 6.2 Timely and efficient provision accommodation and banquet requirement for programs/clients requiring alternative venues/hotels (Off Campus)
- 6.3 Positive satisfaction received from internal and external clients, guests and participants relative to the provision of function/guest room requirements.
- 6.4 Accurate recording of documents relative to accommodation and banquet requirements
- 6.5 Other accountabilities as reflected in the PDMS Contract

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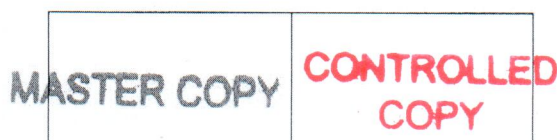
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7. DUTIES AND RESPONSIBILITIES

- 7.1 Attend to client inquiries and prepare proposal for accommodation, function, training room and facilities use;
- 7.2 Solicit new accounts, maintains and builds on existing client base;
- 7.3 Coordinate client requirements with concerned units and prepare necessary documents;
- 7.4 Oversee execution of event requirements;
- 7.5 Prepare statement of account, may accept and endorse payment to Finance Management Office and monitor account receivables;
- 7.6 Solicit and utilize client feedback to improve quality of service to Center clients;
- 7.7 Initiate activities/programs to enhance generation of revenue for Center facilities;
- 7.8 Provide administrative support services to other Center units relative to accommodation and banquet requirements;
- 7.10 Prepare accomplishment, revenue reports and other administrative reports as required;
- 7.11 Performs other related tasks that may be assigned.

8 QUALIFICATIONS

- 8.1 Educational Attainment
 - 8.1.1 Completion of a certificate and/or diploma program leading to a Master's Degree
- 8.2 Work Experience
 - 8.2.1 At least 3 years of relevant work experience





JOB DESCRIPTION MANUAL

9 COMPETENCY REQUIREMENTS

ORGANIZATIONAL COMPETENCIES

LEADERSHIP

Conceptualize and manage programs, projects and other initiatives that address current and emerging SEA realities in education, as well as organizational and quality requirements

	COMPETENCY INDICATORS	COMPECTENCY LEVELS			
		1	2	3	4
1	Strategic Thinking		X		
2	Programs and Projects Management		X		
3	Quality Management			X	

PEOPLE DEVELOPMENT AND MANAGEMENT

Take responsive action towards professional development and manage performance to achieve the strategic goals of the Center

	COMPETENCY INDICATORS	COMPETENCY LEVELS			
		1	2	3	4
4	Performance Management		X		
5	People Development		X		

COMMUNICATION

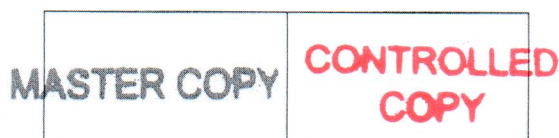
Present ideas and information in a clear, concise and logical form and in a manner appropriate to the intended audience

	COMPETENCY INDICATORS	COMPETENCY LEVELS			
		1	2	3	4
6	Oral Communication			X	
7	Written Communication			X	

PARTNERSHIP AND STAKEHOLDERS MANAGEMENT

Work with people from different backgrounds and perspectives through networking, consensus building and client service in order to address educational needs in the region as well as identify business opportunities within the Center's service mandate

	COMPETENCY INDICATORS	COMPETENCY LEVELS			
		1	2	3	4
8	Collaboration and Relationship Building		X		
9	Client Focus		X		





JOB DESCRIPTION MANUAL

CRITICAL THINKING AND INNOVATION

Solve problems, apply different ways of thinking, as well as generate process and share knowledge in order to take responsive action that improve work quality, efficiency and effectiveness

	COMPETENCY INDICATORS	COMPETENCY LEVELS			
		1	2	3	4
10	Analytical and Critical Thinking			X	
11	Creative and Innovative Thinking		X		
12	Knowledge generation, processing and sharing			X	

FUNCTIONAL COMPETENCIES

	COMPETENCY INDICATORS	COMPETENCY LEVELS			
		1	2	3	4
1	Sales and Marketing of Function Rooms, Guest Rooms and Facilities		X		
2	Event Management		X		
3	Operations Management		X		
4	Quality Management of Food and Beverage		X		

Prepared by GRACE M. CUADRO Manager, AMO	Reviewed by GRACE M. CUADRO Manager, AMO	Approved by RAMON C. BACANI Center Director
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JOB DESCRIPTION MANUAL

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1. **POSITION TITLE**
ASSISTANT
(Housekeeper)
 2. **OFFICE / UNIT**

2.1 Office Administrative Management Office (AMO)
2.2 Unit Facilities Management Unit (FMU)
 3. **ORGANIZATIONAL RELATIONSHIP**

3.1 Reports to Senior Officer, FMU
3.2 Supervises none
 4. **POSITION CLASSIFICATION**

4.1 Career Band 1
4.2 Job Class 1
 5. **JOB SUMMARY**

5.1 Responsible for cleaning and upkeep of guest rooms and public areas at the International House.
 6. **ACCOUNTABILITY STATEMENTS**

6.1 Maintain the cleanliness and upkeep of assigned guest rooms and/or public areas
6.2 Accurate linen monitoring for the issuance of linen to housekeepers
6.3 IH and kitchen equipment and property in assigned area monitored and maintained as per scheduled cleaning
6.4 Clean and orderly storage and safekeeping of all International House properties, e.g. linens, beddings, etc.
6.5 Accurate recording of all housekeeping records
 9. **DUTIES AND RESPONSIBILITIES**

7.1 Perform daily housekeeping duties in assigned area:
 - 7.1.1 Clean and sanitize guest rooms, hallways and service area including furnishings;
 - 7.1.2 Make up beds and changes beddings;
 - 7.1.3 Care for indoor and outdoor plants;
 - 7.1.4 Replenish consumables and amenities;
 - 7.1.5 Dispose of garbage properly;

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JOB DESCRIPTION MANUAL

- 7.1.6 Accomplish Housekeeper's daily report and checklist to ensure completeness of work coverage.
- 7.3 Attend to maintenance needs and guest request on housekeeping within assigned area;
- 7.4 Safeguard International House property within assigned; reports damage or loss to Head Housekeeper;
- 7.5 Performs other related tasks that may be assigned.

8. QUALIFICATIONS

8.1 Educational Attainment

- 8.1.1 Completion of a technical or vocational program or its equivalent or a post-secondary certification from a duly recognized government accrediting body'.

8.2 Work Experience

- 8.2.1 At least 1 year of relevant work experience

9. COMPETENCY REQUIREMENTS

ORGANIZATIONAL COMPETENCIES

LEADERSHIP

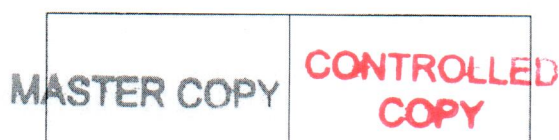
Conceptualize and manage programs, projects and other initiatives that address current and emerging SEA realities in education, as well as organizational and quality requirements

	COMPETENCY INDICATORS	COMPEPTENCY LEVELS			
		1	2	3	4
1	Strategic Thinking		X		
2	Programs and Projects Management	X			
3	Quality Management	X			

PEOPLE DEVELOPMENT AND MANAGEMENT

Take responsive action towards professional development and manage performance to achieve the strategic goals of the Center

	COMPETENCY INDICATORS	COMPETENCY LEVELS			
		1	2	3	4
4	Performance Management	X			
5	People Development	X			





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COMMUNICATION

Present ideas and information in a clear, concise and logical form and in a manner appropriate to the intended audience

	COMPETENCY INDICATORS	COMPETENCY LEVELS			
		1	2	3	4
6	Oral Communication	X			
7	Written Communication	X			

PARTNERSHIP AND STAKEHOLDERS MANAGEMENT

Work with people from different backgrounds and perspectives through networking, consensus building and client service in order to address educational needs in the region as well as identify business opportunities within the Center's service mandate

	COMPETENCY INDICATORS	COMPETENCY LEVELS			
		1	2	3	4
8	Collaboration and Relationship Building	X			
9	Client Focus	X			

CRITICAL THINKING AND INNOVATION

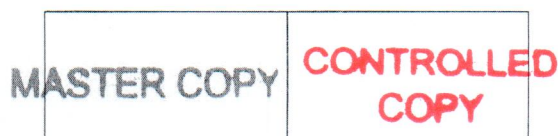
Solve problems, apply different ways of thinking, as well as generate process and share knowledge in order to take responsive action that improve work quality, efficiency and effectiveness

	COMPETENCY INDICATORS	COMPETENCY LEVELS			
		1	2	3	4
10	Analytical and Critical Thinking	X			
11	Creative and Innovative Thinking	X			
12	Knowledge generation, processing and sharing	X			

FUNCTIONAL COMPETENCIES

COMPETENCY INDICATORS	COMPETENCY LEVELS			
	1	2	3	4
Operations Management	X			

Prepared by GRACE M. CUADRO Manager, AMO	Reviewed by GRACE M. CUADRO Manager, AMO	Approved by RAMON C. BACANI Center Director
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JOB DESCRIPTION MANUAL

1. POSITION TITLE **SENIOR OFFICER**

2. OFFICE / UNIT

- | | | |
|-----|--------|--|
| 2.1 | Office | Administrative Management Office (AMO) |
| 2.2 | Unit | Facilities Management Unit (FMU) |

3. ORGANIZATIONAL RELATIONSHIP

- | | | |
|-----|------------|------------------------------|
| 3.1 | Reports to | Manager, AMO |
| 3.2 | Supervises | All staff/partners under FMU |

4. POSITION CLASSIFICATION

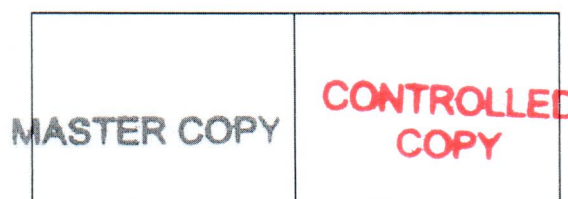
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|-----|-------------|---|
| 4.1 | Career Band | 3 |
| 4.2 | Job Class | 6 |

5. JOB SUMMARY

- 5.5. Responsible for the overall operations of the International House (IH) and the Center's Function/Training Rooms ensuring that all services offered therein are carried out with utmost efficiency and effectiveness.

6. ACCOUNTABILITIES

- 6.1 Supervision of the Facilities Management Unit Staff to ensure plans and programs are accomplished as committed in the annual operational plan, regularly managed and monitored based on the quarterly performance measures and evaluated in the individual Performance Development and Management Systems of the FMU staff;
- 6.2 Identified projects, deliverables of the unit completed based on the agreed quality standards;





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- 6.3 Formulation of programs & activities to continuously improve and enhance operations of the unit/office and Center.

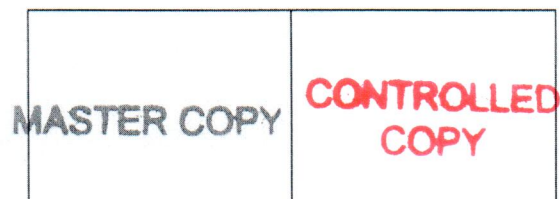
7. DUTIES AND RESPONSIBILITIES

- 7.1 Responsible for contributing to the Center's fund generation through revenues from accommodation, function/training room and facilities use;
- 7.2 Oversee the maintenance and upkeep of the International House and Function/Training Rooms ensuring cleanliness, orderliness and smooth operations;
- 7.3 Maintain efficient and effective system of reservations and other related activities;
- 7.4 Design and implement measures to ensure supplies; minimize the wear and tear of equipment and facilities; and prevent losses;
- 7.5 Ensure that quality of food and beverage and service offered to clients are in accordance with set standards, and takes necessary actions;
- 7.6 Solicit and utilize client feedback to improve quality of service to center clients;
- 7.7 Take charge of FMU staff performance and development, and recommend appropriate personnel action;
- 7.8 Coordinate with Center officials and staff facilities use, food and beverage requirements for functions and programs/activities/events arranged by the Center;
- 7.9 Perform other related tasks that may be assigned.

8. QUALIFICATIONS

8.1 Educational Attainment

- 8.1.1 Completion of an appropriate post graduate degree (at least Master's Degree or its equivalent) from a duly recognized/accredited institution of higher learning.





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8.2 Work Experience

8.2.1 At least 5 years of relevant work experience

9. COMPETENCY REQUIREMENTS

ORGANIZATIONAL COMPETENCIES

LEADERSHIP

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	COMPETENCY INDICATORS	COMPEPTENCY LEVELS			
		1	2	3	4
1	Strategic Thinking			X	
2	Programs and Projects Management			X	
3	Quality Management				X

PEOPLE DEVELOPMENT AND MANAGEMENT

Take responsive action towards professional development and manage performance to achieve the strategic goals of the Center

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		1	2	3	4
4	Performance Management			X	
5	People Development			X	

COMMUNICATION

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		1	2	3	4
6	Oral Communication				X
7	Written Communication				X

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PARTNERSHIP AND STAKEHOLDERS MANAGEMENT

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	COMPETENCY INDICATORS	COMPETENCY LEVELS			
		1	2	3	4
8	Collaboration and Relationship Building			X	
9	Client Focus				X

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10	Analytical and Critical Thinking				X
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FUNCTIONAL COMPETENCIES

	COMPETENCY INDICATORS	COMPETENCY LEVELS			
		1	2	3	4
1	Sales and Marketing of Function Rooms, Guest Rooms and Facilities			X	
2	Event Management			X	
3	Operations Management			X	
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