

CS Form No. 9  
Revised 2018

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Republic of the Philippines  
**UNIVERSITY OF THE PHILIPPINES PGH MANILA**  
Request for Publication of Vacant Positions

To: CIVIL SERVICE COMMISSION (CSC)

We hereby request the publication of the following vacant positions, which are authorized to be filled, at the UNIVERSITY OF THE PHILIPPINES PGH MANILA in the CSC website:

Ms. Marjorie L. Torres  
**HRMO**

Date: 10-Jul-25

No.	Position Title (Parenthetical Title, if applicable)	Plantilla Item No.	Salary/ Job/ Pay Grade	Monthly Salary	Qualification Standards					Place of Assignment
					Education	Training	Experience	Eligibility	Competency (if applicable)	
1	Administrative Officer I	UPSB- ADOF1-232- 2025	10	25586	Bachelor's degree relevant to the job	None required	None required	Career Service (Professional) / Second Level Eligibility	Pls. see attached Annex ITO-2	Philippine General Hospital
2	Information Systems Analyst I	UPSB- INFOSA1- 206-2025	12	32245	Bachelor's degree relevant to the job	None required	None required	Career Service (Professional) / Second Level Eligibility	Pls. see attached Annex ITO-3	Philippine General Hospital

3	Information Systems Analyst II	UPSB-INFOSA2-110-2025	16	43560	Bachelor's degree relevant to the job	4 hours of relevant training	1 year of relevant experience	Career Service (Professional) / Second Level Eligibility	Pls. see attached Annex ITO-4	Philippine General Hospital
4	Administrative Officer I	UPSB-ADOF1-233-2025	10	25586	Bachelor's degree relevant to the job	None required	None required	Career Service (Professional) / Second Level Eligibility	Pls. see attached Annex WD	Philippine General Hospital
5	Administrative Officer I	UPSB-ADOF1-239-2025	10	25586	Bachelor's degree relevant to the job	None required	None required	Career Service (Professional) / Second Level Eligibility	Pls. see attached Annex HR-6	Philippine General Hospital
6	Administrative Assistant III	UPSB-ADAS3-249-2025	9	23226	Completion of two-year studies in college or High School Graduate with relevant vocational/ trade course	4 hours of relevant training	1 year of relevant experience	Career Service (Sub-professional)/ First Level Eligibility	Pls. see attached Annex HR-7	Philippine General Hospital

7	Administrative Assistant I	UPSB-ADAS1-269-2025	7	20110	Completion of two-year studies in college or High School Graduate with relevant vocational/ trade course	None required	None required	Career Service (Sub-professional)/ First Level Eligibility	Pls. see attached Annex HR-8	Philippine General Hospital
8	Administrative Assistant I	UPSB-ADAS1-270-2025	7	20110	Completion of two-year studies in college or High School Graduate with relevant vocational/ trade course	None required	None required	Career Service (Sub-professional)/ First Level Eligibility	Pls. see attached Annex HR-9	Philippine General Hospital
9	Administrative Assistant III	UPSB-ADAS3-248-2025	9	23226	Completion of two-year studies in college or High School Graduate with relevant vocational/ trade course	4 hours of relevant training	1 year of relevant experience	Career Service (Sub-professional)/ First Level Eligibility	Pls. see attached Annex HO-1	Philippine General Hospital

10	Administrative Assistant I	UPSB-ADAS1-266-2025	7	20110	Completion of two-year studies in college or High School Graduate with relevant vocational/ trade course	None required	None required	Career Service (Sub-professional)/ First Level Eligibility	Pls. see attached Annex DE-1	Philippine General Hospital
11	Administrative Assistant I	UPSB-ADAS1-267-2025	7	20110	Completion of two-year studies in college or High School Graduate with relevant vocational/ trade course	None required	None required	Career Service (Sub-professional)/ First Level Eligibility	Pls. see attached Annex CE-1	Philippine General Hospital
12	Administrative Aide VI (Clerk III)	UPSB-ADA6-2330-2004	6	18957	Completion of two years studies in College	None required	None required	Career Service (Subprofessional)/ First Level Eligibility	Pls. see attached Annex CC-2	Philippine General Hospital

13	Administrative Assistant I	UPSB-ADAS1-268-2025	7	20110	Completion of two-year studies in college or High School Graduate with relevant vocational/ trade course	None required	None required	Career Service (Sub-professional)/ First Level Eligibility	Pls. see attached Annex DP-1	Philippine General Hospital
14	Administrative Aide III (Utility Worker II)	UPSB-ADA3-4150-2004	3	15852	Must be able to read and write	None required	None required	None required (MC 11, s. 1996, as amended, Cat. III)	Pls. see attached Annex J	Philippine General Hospital
15	Administrative Assistant I	UPSB-ADAS1-271-2025	7	20110	Completion of two-year studies in college or High School Graduate with relevant vocational/ trade course	None required	None required	Career Service (Sub-professional)/ First Level Eligibility	Pls. see attached Annex C	Philippine General Hospital
16	Administrative Aide VI (Accounting Clerk II)	UPSB-ADA6-1877-2004	6	18957	Completion of two years studies in College	None required	None required	Career Service (Subprofession al)/ First Level Eligibility	Pls. see attached Annex A-4	Philippine General Hospital

17	Administrative Assistant III (Senior Bookkeeper)	UPSB-ADAS3-1460-2004	9	23226	Completion of two years studies in College	4 hours of relevant training	1 year of relevant experience	Career Service (Subprofessional)/ First Level Eligibility	Pls. see attached Annex A-17	Philippine General Hospital
18	Administrative Aide VI (Clerk III)	UPSB-ADA6-2089-2004	6	18957	Completion of two years studies in College	None required	None required	Career Service (Subprofessional)/ First Level Eligibility	Pls. see attached Annex RM-1	Philippine General Hospital
19	Administrative Aide IV (Clerk II)	UPSB-ADA4-2992-2004	4	16833	Completion of two years studies in College	None required	None required	Career Service (Subprofessional)/ First Level Eligibility	Pls. see attached Annex G-1	Philippine General Hospital
20	Administrative Aide VI (Utility Foreman)	UPSB-ADA6-2481-2004	6	18957	Elementary School Graduate	None required	None required	None required (MC 11, s. 1996, as amended, Cat. III)	Pls. see attached Annex UF	Philippine General Hospital
21	Administrative Aide I (Utility Worker I)	UPSB-ADA1-845-2004	1	14061	Must be able to read and write	None required	None required	None required (MC 11, s. 1996, as amended, Cat. III)	Pls. see attached Annex J	Philippine General Hospital

22	Administrative Aide IV (Communication s Equipment Operator I)	UPSB-ADA4-3017-2004	4	16833	Completion of two years studies in college or High School Graduate with relevant vocational/ trade course	None required	None required	Communication s Equipment Operator (MC 11, s. 1996, as amended, Cat. II)	Pls. see attached Annex P-1	Philippine General Hospital
23	Administrative Assistant II (Public Relations Assistant)	UPSB-ADAS2-2596-2004	8	21448	Completion of two years studies in College	4 hours of relevant training	1 year of relevant experience	Career Service (Subprofession al)/ First Level Eligibility	Pls. see attached Annex P-10	Philippine General Hospital

Interested and qualified applicants should signify their interest in writing. Attach the following documents to the application letter and send to the address below not later than July 20, 2025.

1. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) which can be downloaded at [www.csc.gov.ph](http://www.csc.gov.ph);
2. Performance rating **in the last rating period** (if applicable);
3. Photocopy of certificate of eligibility/rating/license; and
4. Photocopy of Transcript of Records.

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

**Ms. Marjorie L. Torres**  
 Chief Administrative Officer  
 UP-PGH, Taft Avenue, Manila  
[hrddrps.uppggh@up.edu.ph](mailto:hrddrps.uppggh@up.edu.ph)

**APPLICATIONS WITH INCOMPLETE DOCUMENTS SHALL NOT BE ENTERTAINED.**



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## COMPETENCY REQUIREMENTS

**Annex: ITO-2**

**Position: Administrative Officer I**

Core:	Technical/Functional:
<ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Communications</b> Ability to screen, prepare, review and file all forms of communications, notices, minutes of the meetings and other correspondences.</li> <li>• <b>Technical Writing</b> Ability to write office policy, procedures and processes.</li> <li>• <b>Performing Other Tasks</b> Ability to perform other tasks as may be assigned by the Chief.</li> </ul>
Technical/Functional:	Organizational:
<ul style="list-style-type: none"> <li>• <b>Technical Skills</b> Proficient in using office software and potentially other technologies relevant to the role. Knowledgeable of basic programming languages such as PHP, Python, et al. Knowledgeable on systems development life cycle.</li> <li>• <b>Analytical Skills</b> Ability to analyze data, identify trends and prepare reports.</li> <li>• <b>Adaptability</b> Adjust to changing priorities and new technologies.</li> <li>• <b>Personnel Evaluation</b> Ability to monitor and evaluate performance of personnel assigned in the department ensuring that efficient service is provided to the hospital and clients.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> </ul>





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## COMPETENCY REQUIREMENTS

### Annex: ITO-3

#### Position: Information Systems Analyst I

Core:	Technical/Functional:
<ul style="list-style-type: none"><li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li><li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li><li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li><li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li><li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li></ul>	<ul style="list-style-type: none"><li>• <b>System Design and Implementation</b> Knowledgeable on systems development life cycle. Ability to modify existing system to meet business needs.</li><li>• <b>Communications</b> Ability to effectively communicate technical information to both technical and non-technical audiences.</li><li>• <b>Technical Writing</b> Ability to write system manually.</li><li>• <b>Performing Other Tasks</b> Ability to perform other tasks as may be assigned by the Chief.</li></ul>
Technical/Functional:	Organizational:
<ul style="list-style-type: none"><li>• <b>Technical Skills</b> Proficient in using office software and potentially other technologies relevant to the role. Knowledgeable of basic programming languages such as PHP, Python, et al. Basic knowledge on IT Infrastructure support and operations.</li><li>• <b>Analytical Skills</b> Ability to analyze data, identify problems and develop solutions.</li><li>• <b>Project Management Skills</b> Ability to oversee projects from planning to completion.</li><li>• <b>Adaptability</b> Ability to adjust to changing priorities and new technologies.</li><li>• <b>Business Analysis Skills</b> Ability to understand business needs and translating them into systems requirements.</li></ul>	<ul style="list-style-type: none"><li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li><li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li><li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li><li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li><li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li><li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li></ul>



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## COMPETENCY REQUIREMENTS

**Annex: ITO-4**

**Position: Information Systems Analyst II**

Core:	Technical/Functional:
<ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>System Design and Implementation</b> Knowledgeable on systems development life cycle. Ability to modify existing systems to meet business needs.</li> <li>• <b>Communications</b> Ability to effectively communicate technical information to both technical and non-technical audiences.</li> <li>• <b>Technical Writing</b> Ability to write system and operational manual.</li> <li>• <b>Performing Other Tasks</b> Ability to perform other tasks as may be assigned by the Chief.</li> </ul>
Technical/Functional:	Organizational:
<ul style="list-style-type: none"> <li>• <b>Technical Skills</b> Proficient in using office software and potentially other technologies relevant to the role. Knowledgeable of basic programming languages such as PHP, Python, et al. Basic knowledge on IT Infrastructure support and operations.</li> <li>• <b>Analytical Skills</b> Ability to analyze data, identify root causes of complex problems and develop effective solutions.</li> <li>• <b>Project Management Skills</b> Ability to oversee projects from planning to completion.</li> <li>• <b>Adaptability</b> Ability to adjust to changing priorities and new technologies.</li> <li>• <b>Business Analysis Skills</b> Ability to understand business needs and translating them into systems requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> </ul>



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## COMPETENCY REQUIREMENTS

**Annex: WD**

**Position: Administrative Officer I**

<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Facilitating Equipment Maintenance</b> Ability to prepare and facilitate the accomplishment of job order requests for repair, service, and replacement or condemn of equipment.</li> <li>• <b>Training Facilitation</b> Ability to conduct orientation/training on Gender Sensitivity, Sexual Harassment, Laws on Women and other related subject matter both for internal service providers handling cases, as well as for external requests for training. Ability to develop training materials.</li> <li>• <b>Case Preparation and Coordination</b> Ability to assist medical and paralegal staff in preparing and reviewing cases for court proceedings and orienting them on how to testify.</li> <li>• <b>Participation in Gender Equality Initiatives</b> Ability to represent the Women's Desk in the Gender and Development Committee and provide requested data/output. Ability to participate in activities that will forward gender mainstreaming in the hospital and represent the Women's Desk in hospital wide consultations and meetings.</li> <li>• <b>Strategic Liaison and Engagement</b> Liaise and represent the Women's Desk in networking, both within the University system and outside, be it Governmental Organization and/or Non-Governmental Organization.</li> <li>• <b>Performing Other Tasks</b> Ability to perform other tasks and similar functions as needed.</li> </ul>
<p><b>Technical/Functional:</b></p> <ul style="list-style-type: none"> <li>• <b>Preparing Requisition</b> Ability to consolidate, review and prepare requisitions for office and housekeeping supplies of the unit.</li> <li>• <b>Facilitating Purchase of Equipment and Other Needs</b> Ability to facilitate requests for purchase of equipment and other needs of the unit.</li> <li>• <b>Preparing Reports</b> Ability to consolidate different statistical reports in the preparation of annual reports, budget proposals and other plans or activities of the unit.</li> <li>• <b>Assisting the Head of the Unit</b> Ability to assist the Head of the unit in the day to day functions of overseeing the operations of the office.</li> <li>• <b>Personnel Evaluation</b> Ability to monitor and evaluate performance of personnel assigned in the unit ensuring that efficient service is provided to the hospital and clients.</li> <li>• <b>Communications</b> Ability to screen, prepare, review and file all forms of communications, notices, minutes of meetings and other correspondences for action/signature of the Head and for the safekeeping of the unit.</li> </ul>	<p><b>Organizational:</b></p> <ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> </ul>
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## COMPETENCY REQUIREMENTS

**Annex: HR-6**

**Position: Administrative Officer I**

<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> <li>• <b>Human Resource Management</b> Ability to ensure employees are recruited, selected, developed, assigned, evaluated and rewarded in accordance with University and CSC rules/procedures. Corrective measure is being undertaken when deemed necessary</li> <li>• <b>Managing Information</b> Ability to organize, process, distribute and manage information in order to support or facilitate the data requirements of the organization</li> </ul>
<p><b>Organizational:</b></p> <ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties.</li> </ul>	<p><b>Technical/Functional:</b></p> <ul style="list-style-type: none"> <li>• Adept in Civil Service Rules and Laws with wide understanding on policies covered and implemented by government regulatory boards.</li> <li>• Adequately equipped with knowledge in all facets of recruitment and placement namely: <ul style="list-style-type: none"> <li>➤ Recruitment and Selection process and promotion scheme</li> <li>➤ Psychological Testing and Behavioral Interview</li> <li>➤ Implementation of UP-Merit Selection Plan</li> <li>➤ Records Management</li> <li>➤ Management of plantilla of positions</li> </ul> </li> <li>• Has good sense of judgment and decision making.</li> <li>• Has good planning ability and foresight.</li> <li>• Above average communication skills (oral and written report presentation).</li> <li>• Above average computer skills to manage the existing eUP applications.</li> <li>• With moral ascendancy and good behavior.</li> </ul>



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## COMPETENCY REQUIREMENTS

**Annex: HR - 7**

**Position: Administrative Assistant III**

<b>Core:</b>	<ul style="list-style-type: none"> <li>• <b>Managing Information</b> Ability to organize, process, distribute and manage information in order to support or facilitate the data requirements of the organization.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business.</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty.</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<b>Technical/Functional:</b>
<b>Organizational:</b>	<ul style="list-style-type: none"> <li>• <b>Records Management</b> Ability to maintain, organize, retrieve, and monitor both physical and electronic records and communications related to personnel, performance, and committee activities handled by the Section, using available systems to ensure accuracy and systematic documentation.</li> <li>• <b>Program/Course Delivery and Administration</b> Ability to prepare, coordinate, and manage logistical and documentation requirements for training activities.</li> <li>• <b>Learning Facilitation</b> Ability to support the delivery of learning sessions and facilitate basic information dissemination.</li> <li>• <b>Performance Management</b> Ability to monitor compliance in performance-related submissions and prepare routine performance-related communications and records.</li> <li>• Adept in Civil Service Rules and Laws with wide understanding on policies covered and implemented by government regulatory boards.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties.</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> <li>• <b>Human Resource Management</b> Ability to ensure employees are recruited, selected, developed, assigned, evaluated and rewarded in accordance with University and CSC rules/procedures. Corrective measure is being undertaken when deemed necessary.</li> </ul>	



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## COMPETENCY REQUIREMENTS

**Annex: HR - 8**

**Position: Administrative Assistant I**

<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Human Resource Management</b> Ability to ensure employees are recruited, selected, developed, assigned, evaluated and rewarded in accordance with University and CSC rules/procedures. Corrective measure is being undertaken when deemed necessary</li> <li>• <b>Managing Information</b> Ability to organize, process, distribute and manage information in order to support or facilitate the data requirements of the organization.</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> </ul>
<p><b>Organizational:</b></p> <ul style="list-style-type: none"> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties.</li> </ul>	<p><b>Technical/Functional:</b></p> <ul style="list-style-type: none"> <li>• Adept in Civil Service Rules and Laws with wide understanding on policies covered and implemented by government regulatory boards.</li> <li>• Adequately equipped with knowledge in facets of human resource namely: <ul style="list-style-type: none"> <li>➤ Records Management</li> <li>➤ Employee Benefits</li> <li>➤ Leave Administration</li> <li>➤ Hospital Clearance</li> </ul> </li> <li>• Attention to Detail.</li> </ul>



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## COMPETENCY REQUIREMENTS

**Annex: HR - 9**

**Position: Administrative Assistant I**

<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> <li>• <b>Human Resource Management</b> Ability to ensure employees are recruited, selected, developed, assigned, evaluated and rewarded in accordance with University and CSC rules/procedures. Corrective measure is being undertaken when deemed necessary</li> <li>• <b>Managing Information</b> Ability to organize, process, distribute and manage information in order to support or facilitate the data requirements of the organization.</li> </ul>
<p><b>Organizational:</b></p> <ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> </ul>	<p><b>Technical/Functional:</b></p> <ul style="list-style-type: none"> <li>• Adept in computer operation and other information technology applications.</li> <li>• Ability to maintain and monitor the section's database for easy traceability and tracking of the incoming and outgoing communications, letters, requests and other related documents.</li> <li>• Ability to answer queries and phone calls and directs to concerned staff.</li> <li>• Has above average ability in written and oral communications.</li> <li>• Proficient in preparation of reports.</li> <li>• Ability to deal with superiors, clients and other parties in a professional manner.</li> </ul>





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## COMPETENCY REQUIREMENTS

### Annex: HO - 1

#### Position: Administrative Assistant III

Core:	Organizational:
<ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business.</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Adaptability</b> <ul style="list-style-type: none"> <li>❖ Assumes Office Manager duties in the absence of the Executive Assistant.</li> <li>❖ Adjusts to shifting priorities and performs tasks beyond usual responsibilities when needed.</li> </ul> </li> <li>• <b>Teamwork and Collaboration</b> <ul style="list-style-type: none"> <li>❖ Coordinates well with internal units and other departments.</li> <li>❖ Fosters positive working relationship.</li> </ul> </li> <li>• <b>Initiative</b> <ul style="list-style-type: none"> <li>❖ Completes assigned tasks with minimal supervision.</li> <li>❖ Takes proactive steps to address issues and improve workflows.</li> </ul> </li> <li>• <b>Commitment to Public Interest</b> <ul style="list-style-type: none"> <li>❖ Acts in accordance with institutional goals and upholds public service values.</li> <li>❖ Prioritizes tasks that support the hospital's mission and accountability.</li> </ul> </li> </ul>
Technical/Functional:	
<ul style="list-style-type: none"> <li>• <b>Document Management</b> <ul style="list-style-type: none"> <li>❖ Receives, releases, scans, and tracks documents through DRS and internal PGH systems.</li> <li>❖ Maintains an organized and updated document log.</li> <li>❖ Ensures timely routing and confidentiality of documents.</li> </ul> </li> <li>• <b>Communication</b> <ul style="list-style-type: none"> <li>❖ Effectively communicates directives from the Deputy Director to concerned departments.</li> <li>❖ Prepares clear and professional correspondence (e.g., memos, emails).</li> </ul> </li> <li>• <b>Telephone Handling</b> <ul style="list-style-type: none"> <li>❖ Answers calls professionally and courteously.</li> <li>❖ Takes accurate messages and routes calls appropriately.</li> </ul> </li> <li>• <b>Office Administration</b> <ul style="list-style-type: none"> <li>❖ Performs routine administrative tasks efficiently.</li> <li>❖ Maintains office supplies, schedules, and supports operational needs.</li> </ul> </li> </ul>	



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## COMPETENCY REQUIREMENTS

**Annex: DE - 1**

**Position: Administrative Assistant I**

Core:	Organizational:
<ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business.</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty.</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> </ul>
Technical/Functional:	
<ul style="list-style-type: none"> <li>• <b>Recording and Filing</b> Ability to effectively and efficiently record and file the documents received including incoming and outgoing communications in an organized and systematic manner for easy retrieval.</li> <li>• <b>Utilizing Computer Devices</b> Ability to properly operate and utilize computer devices and other office equipment in preparing requests, communications or other assigned tasks. Ability to type accurately and with sufficient details required in forms.</li> <li>• <b>Handling Telephone Calls</b> Ability to answer promptly, with courtesy and to relay immediately with accurate and sufficient details; ability to receive and write messages with accuracy and completeness for concerned recipient's information.</li> </ul>	



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## COMPETENCY REQUIREMENTS

### Annex: CE - 1

#### Position: Administrative Assistant I

Core:	Technical/Functional:
<ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business.</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty.</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Training, Education and Research</b> Ability to attend to learning and experiential activities for career and personal growth. Participates in research related activities within the hospital.</li> </ul>
Technical/Functional:	Organizational:
<ul style="list-style-type: none"> <li>• <b>Recording and Filing</b> Ability to effectively and efficiently record and file documents received including incoming and outgoing communications in an organized and systematic manner for easy retrieval.</li> <li>• <b>Utilizing Computer Devices</b> Ability to properly operate and utilize computer devices. Well verse in the following applications: MS Word, Excel and Powerpoint. Ability to operate other office equipment in preparing requests, communications or other assigned tasks.</li> <li>• <b>Communication</b> Ability to draft/type communications both in written and oral English and Filipino.</li> <li>• <b>Handling Telephone Calls</b> Ability to answer promptly, with courtesy and to relay immediately with accurate and sufficient details; ability to receive and write messages with accuracy and completeness for concerned recipient's information.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to appear neat and well groomed, observe proper decorum and project a caring attitude.</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> <li>• <b>Unit Management</b> Ability to enforce rationale utilization, allocation and maintenance of resources within the nursing care unit. Ability to keep an updated and accurate record system and correspondence. Maintains availability of ward supplies/equipment essential for the delivery of patient care.</li> <li>• <b>Networking and Linkages</b> Ability to establish collaborative relationship with colleague and other members of the health care system.</li> </ul>



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## COMPETENCY REQUIREMENTS

**Annex: CC - 2**

**Position: Administrative Aide VI (Clerk III)**

Core:	Organizational:
<ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> </ul>
Technical/Functional:	
<ul style="list-style-type: none"> <li>• Ability to store, issue and maintain office records.</li> <li>• Ability to prepare requisitions, vouchers, requests, reports and other communications / correspondences.</li> <li>• Ability to properly operate and utilize computer devices and other office equipment.</li> <li>• Ability to perform other duties and responsibilities may be needed in the absence of the administrative officer.</li> </ul>	



## COMPETENCY REQUIREMENTS

**Annex: DP - 1**

**Position: Administrative Assistant I**

<b>Core:</b>	<b>Organizational:</b>
<ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> <li>• <b>Results Orientation</b> Works proactively to achieve targets and delivers outcomes.</li> </ul>
<b>Technical/Functional:</b>	
<ul style="list-style-type: none"> <li>• <b>Records and Data Management</b> Ability organize and safeguard sensitive information.</li> <li>• <b>Utilizing Computer Devices</b> Ability to properly operate and utilize computer devices and other office equipment in preparing requests, communications or other assigned tasks. Ability to type accurately and with sufficient details required in forms.</li> <li>• <b>Handling Telephone Calls</b> Ability to answer promptly, with courtesy and to relay immediately with accurate and sufficient details; ability to receive and write messages with accuracy and completeness for concerned recipient's information.</li> <li>• <b>Supervision and Delegation</b> Ability to act as the Assistant Officer-In-Charge (OIC). Guides staff in daily work and monitors task completion.</li> </ul>	



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## COMPETENCY REQUIREMENTS

**Annex: C**

**Position: Administrative Assistant I**

<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Communication</b> Ability to prepare communication and other correspondence for signature of the chief and supervisor for submission.</li> <li>• <b>Computer Operation</b> Ability to use computer efficiently and accurately in computations and networking operations.</li> </ul>
<p><b>Technical/Functional:</b></p> <ul style="list-style-type: none"> <li>• <b>Encoding of Report of Collection</b> Ability to consolidate report of collection monthly per fund and submit on time to concerned department.</li> <li>• <b>Preparing Requisition</b> Ability to consolidate, review and prepare requisition for the quarterly sub-allotment for office and housekeeping supplies of the department.</li> <li>• <b>Preparing Reports</b> Ability to consolidate different statistical reports and assists the Chief in preparation of annual report.</li> <li>• <b>Maintenance of Equipment</b> Ability to prepare and facilitate the accomplishment of job order request for repair and service of equipment used.</li> </ul>	<p><b>Organizational:</b></p> <ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> </ul>



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## COMPETENCY REQUIREMENTS

**Annex: A-4**

**Position: Administrative Aide VI (Accounting Clerk II)**

<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Physically fit to perform assigned task and ability to project a positive and pleasant outlook through personal grooming and dressing.</li> <li>• <b>Time Management</b> Ability to come on time during official functions, to work during weekends and holidays and shifting schedule.</li> </ul>
<p><b>Organizational:</b></p> <ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> </ul>	<p><b>Technical/Functional:</b></p> <ul style="list-style-type: none"> <li>• <b>Computer Literacy</b> Ability to perform computer operations, properly utilize computer devices for the preparation of financial reports, hospital bills and other related tasks.</li> <li>• <b>Speaking Effectively</b> Effective communications re send clear, complete, accurate and understood information and messages and carefully listen to others.</li> <li>• <b>Ability to process, check/verify entries in preparation of disbursement voucher, hospital bills, application for discounts and other related transactions.</b></li> </ul>



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## COMPETENCY REQUIREMENTS

**Annex: A - 17**

**Position: Administrative Assistant III (Senior Bookkeeper)**

<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> </ul>
<p><b>Organizational:</b></p> <ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> </ul>	<p><b>Technical/Functional:</b></p> <ul style="list-style-type: none"> <li>• Ability to prepare financial reports, journal entry, disbursement voucher, subsidiary ledger and income report.</li> <li>• Knowledge in Financial Management Information System (FMIS).</li> <li>• Ability to operate and utilize computer devices and other office equipment properly.</li> </ul>





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## COMPETENCY REQUIREMENTS

**Annex: RM - 1**

**Position: Administrative Aide VI (Clerk III)**

Core:	Technical/Functional:
<ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to store, issue and maintain records of office supplies</li> <li>• Ability to follow up pertinent papers, correspondence, payrolls, vouchers, etc. and attends to inquiries or refers telephone calls and clients to proper personnel and/or unit.</li> <li>• Ability to prepare/consolidate reports and other job related request/s.</li> </ul>
Technical/Functional:	Organizational:
<ul style="list-style-type: none"> <li>• Ability to perform a variety of clerical and administrative tasks (<i>sorting, collating, filing, retrieving, issuing and maintaining of records and files for easy reference</i>)</li> <li>• Adept in recording, checking of files/documents received and in recording of incoming and outgoing communications</li> <li>• Ability to properly operate and utilize computer devices and other office equipment (<i>personal computer, printer, manual or electric typewriter, photocopying machine, fax machine, etc.</i>) in preparing requests, communication or other assigned tasks</li> <li>• <i>Able to utilize Basic Computer Software</i> <ul style="list-style-type: none"> <li>- Microsoft Word</li> <li>- Microsoft Powerpoint</li> <li>- Microsoft Excel</li> <li>- Google Forms</li> <li>- Google Docs</li> <li>- Google Sheets</li> <li>- Google Drive</li> <li>- GMail</li> <li>- Zoom</li> <li>- Google Meet</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> </ul>



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## COMPETENCY REQUIREMENTS

**Annex: G-1**

**Position: Administrative Aide IV (Clerk II)**

Core:	Organizational:
<ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> </ul>
Technical/Functional:	
<ul style="list-style-type: none"> <li>• Ability to perform a variety of clerical and administrative tasks (<i>sorting, collating, filing, retrieving, issuing and maintaining of records and files for easy reference</i>)</li> <li>• Adept in recording, checking of files/documents received and in recording of incoming and outgoing communications</li> <li>• Ability to properly operate and utilize computer devices and other office equipment (<i>personal computer, printer, manual or electric typewriter, photocopying machine, fax machine, etc.</i>) in preparing requests, communication or other assigned tasks</li> <li>• Ability to store, issue and maintain records of office supplies</li> <li>• Ability to follow up pertinent papers, correspondence, payrolls, vouchers, etc. and attends to inquiries or refers telephone calls and clients to proper personnel and/or unit.</li> <li>• Ability to prepare/consolidate reports and other job related request/s.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> </ul>



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## COMPETENCY REQUIREMENTS

**Annex: UF**

**Position: Administrative Aide VI (Utility Foreman)**

Technical/Functional:	Core:
<ul style="list-style-type: none"> <li>• Adept in the management and supervision of the section to ensure effective and efficient operations of the support service.               <ul style="list-style-type: none"> <li>➢ Ability to prepare schedule of work and give assignment to a group of janitors and custodial workers;</li> <li>➢ Ability to give on-the-spot instructions to workers regarding the accomplishment of work and check the work for thoroughness;</li> <li>➢ Record activities performed by the section on respective shifts.</li> </ul> </li> <li>• Efficient in keeping records of attendance.</li> <li>• Effective in enforcing and maintaining discipline.</li> <li>• Efficient in checking and facilitating repairs of:               <ul style="list-style-type: none"> <li>➢ Hospital facilities such as leaking faucets and busted bulbs, among others;</li> <li>➢ Cleanliness of elevators and sees to it that these are properly manned.</li> <li>➢ Cleanliness of public comfort rooms and hallways.</li> </ul> </li> <li>• Ability to coordinate with the office concerned regarding findings for necessary repairs in order to facilitate these.</li> <li>• Ability to assist the Head of the Section in programming, scheduling and analyzing assigned special projects.</li> <li>• Effective in the supervision of janitorial staff and elevator operators and takes note of any infractions.</li> <li>• Ability to coordinate with ward staff and security personnel in the transport of cadaver.</li> <li>• Ability to deal with superiors and colleagues in a professional manner.</li> <li>• Ability to project a positive and pleasant disposition, calm and confident even under pressure.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>
	<p><b>Organizational:</b></p> <ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> </ul>



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## COMPETENCY REQUIREMENTS

### Annex: P-1

#### Position: Administrative Aide IV (Communications Equipment Operator I)

Core:	Technical/Functional:
<ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty</li> <li>• <b>Integrity</b> Having moral discernment, it is doing the right thing at all times and in all circumstances</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others</li> <li>• <b>Excellence</b> When we demand more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Recording/Filing Data</b> Ability to record and endorse important incident/s and/or data/s.</li> <li>• <b>Customer Service</b> Ability to manage difficult or emotional customers/clients, callers and situations. Responds promptly to customers/clients needs/requests for service and assistance.</li> <li>• <b>Facilitating Equipment Maintenance</b> Ability to prepare and facilitate the accomplishment of Job Order request/s for repair and service. Ability to assess when to report/coordinate encountered telephone line trouble/s and malfunctioning of equipment.</li> </ul>
Technical/Functional:	Organizational:
<ul style="list-style-type: none"> <li>• <b>Attend Soft Consoles Operations</b> Ability to operate and manipulate the AC Win IP attendant soft consoles effectively and efficiently for smooth operation of the section and develop skills in its use. Ability to learn the telephone procedures and system; knowledge of reference and telephone guides.</li> <li>• <b>Public Address System Operation</b> Ability to operate Public Address System and develop skills in its use. Ability to assess requests for announcements. Ability to project clear and modulated voice while paging.</li> <li>• <b>Computer Operation</b> Ability to properly utilize computer devices for communications operations.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Work Ethics</b> Ability to deal with clients and other parties in a professional manner and conforming to high ethical standards.</li> <li>• <b>Decision Making</b> Ability to provide objective decisions on problems affecting work; ability to exercise sound judgment at all times and can think positively by oneself.</li> <li>• <b>Inter-Personal Relationship</b> Ability to deal with superiors courteously and with fellow employees fairly. Ability to inspire people to achieve department goals.</li> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non-verbal.</li> <li>• <b>Self-Projection</b> Ability to exude an aura of confidence in all undertakings and to carry one's self calm and composed in times of difficulties</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and to report on time to work, meetings and other engagements.</li> </ul>



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## COMPETENCY REQUIREMENTS

**Annex: P - 10**

**Position: Administrative Assistant II (Public Relations Assistant)**

<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• <b>Service</b> Having the commitment to place customer satisfaction at the core of our organization's business.</li> <li>• <b>Professionalism</b> Adherence to courtesy, honesty and responsibility in the discharge of one's duty.</li> <li>• <b>Integrity</b> Having moral discernment which is doing the right thing at all times and in all circumstances.</li> <li>• <b>Compassion</b> The motivation to relieve the suffering of others.</li> <li>• <b>Excellence</b> Demanding more from ourselves than our clients do.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Organizational Development</b> Ability to develop new ideas for the improvement of the section and willing to widen and share working experience with co-workers.</li> <li>• <b>Customer Service</b> Ability to manage difficult or emotional customer situations; respond promptly to customer needs, respond to requests for service and assistance.</li> <li>• <b>Endorsing</b> Ability to accurately endorse to the incoming duty activities which includes untoward incidents/important matters received.</li> </ul>
<p><b>Technical/Functional:</b></p> <ul style="list-style-type: none"> <li>• <b>Documentation</b> Ability to effectively write clearly &amp; informatively; write reports, help drafts guidelines, make job order requests.</li> <li>• <b>Computer Operation</b> Ability to utilize properly computer devices for tracking patients and personnel.</li> <li>• <b>Oral Communication</b> Ability to speak clearly and persuasively in positive or negative situations; listens and get clarification; responds well to questions.</li> <li>• <b>Employee Relationship</b> Ability to handle and assist the section head in enforcing disciplinary action process to concerned Administrative Aides.</li> </ul>	<p><b>Organizational:</b></p> <ul style="list-style-type: none"> <li>• <b>Oral/Written Communication</b> Ability to interact with other people and convey thoughts whether verbal or non- verbal.</li> <li>• <b>Interpersonal Relationship.</b> Ability to fit easily in the group, deals with others, and seeks social contacts. More tolerant of people's ability, a good team worker.</li> <li>• <b>Time Management</b> Ability to spend time wisely and productively and submit work output on time. Set timetables and prioritize what is most important. List what was achieved and what is still pending.</li> <li>• <b>Business Ethics</b> Aware of rules and values in a professional setting. Shows standard for using ethics through respect, honesty, trust and sense of worth. Ability to set standards by showing respect, being honest and promoting trust and sense of worth.</li> <li>• <b>Self Projection</b> Ability to exude an aura of confidence in all undertakings. Ability to carry one's self (calm and composed) in times of difficulties.</li> <li>• <b>Decision- Making</b> Ability to provide objective decisions to problems affecting work. Ability to exercise sound judgment at all times. Can think positively by himself.</li> </ul>