

REPUBLIC OF THE PHILIPPINES  
Office of the President

PHILIPPINE CHARITY  SWEEPSTAKES OFFICE

PICC Secretariat Bldg., CCP Complex, Pasay City

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**Branch Operations Sector**

**MANUAL OF OPERATIONS**

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## **I. Introduction**

The Branch Operations Sector has the general function to oversee the proper implementation of all fund-generation and fund-provision projects and activities of the Agency in accordance with its existing policies.

Branch Operations Sector is responsible from formulation to implementation of Board approved over-all branch operational plans and programs and implementation of internal controls and compliance to Board's policies and instructions. The sector ensures the establishment of relevant risk/ disaster recovery measures evaluates and monitors the performance of the different branch offices and recommends appropriate feedback mechanism from the branch offices. Further, it is the Branch Operations Sector's task to prepare necessary reviews and studies for the feasibility of opening a PCSO branch office in a municipality/ province. Maintaining available databank of all undertakings for internal communications and Management Information as well as ensuring accurate and timely submission of financial and other reports of the departments within the sector are among the roles of the sector to its internal clients.

The Branch Operations Sector has five (5) departments, namely, National Capital Regions Department, Northern and Central Luzon Department, Southern Tagalog and Bicol Region Department, Visayas Department and Mindanao Department. The departments plan, direct and coordinate all fund generations and fund provision projects and activities of the agency in their respective areas of responsibility. The National Capital Region Department has two (2) divisions, the Technical Evaluation and Monitoring Division and the Accounts Management Division. The rest of the departments (NCL, STBR, Visayas, and Mindanao) oversee one division, Accounts Management Division, and all the branch offices under their jurisdiction.

## **II. Key Organizational Information**

### **A. PCSO Vision, Mission, and Core Values**

#### **Vision**

An ISO-certified government agency, with a permanent office by 2014, generating an annual gross income of Php 100 billion and providing timely and responsive health and welfare assistances in every municipality by 2015.

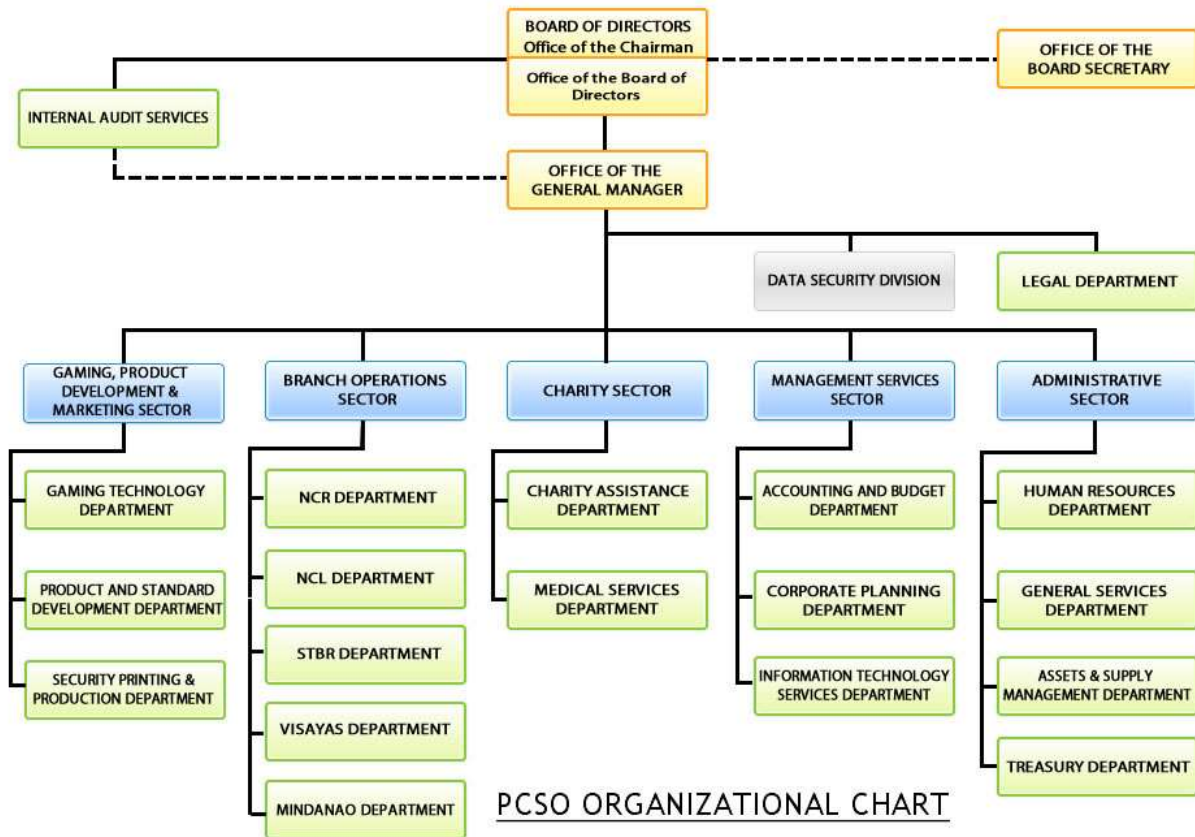
#### **Mission**

We are the principal government agency mandated to generate funds for health programs and charities of national character.

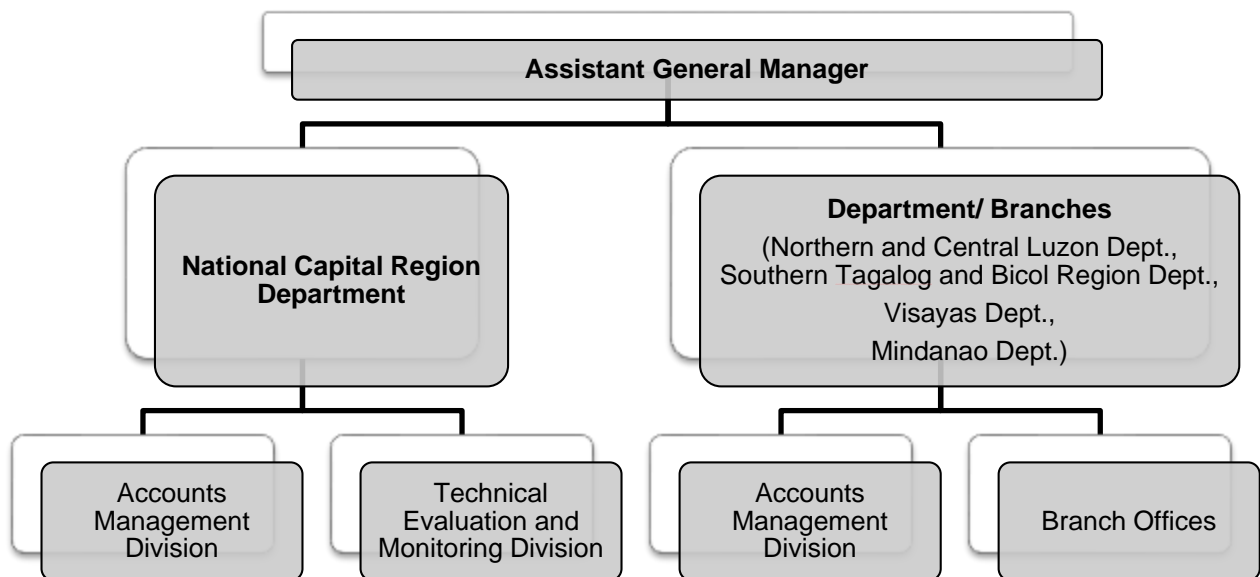
#### **Core Values**

1. God-centeredness;
2. Honesty, integrity, transparency, and accountability;
3. Social awareness and responsibility;
4. Professionalism and competence;
5. Creativity, innovativeness, and resourcefulness;
6. Generosity and compassion;
7. Self-motivation and initiative;
8. Respectfulness.

## B. PCSO Organizational Chart



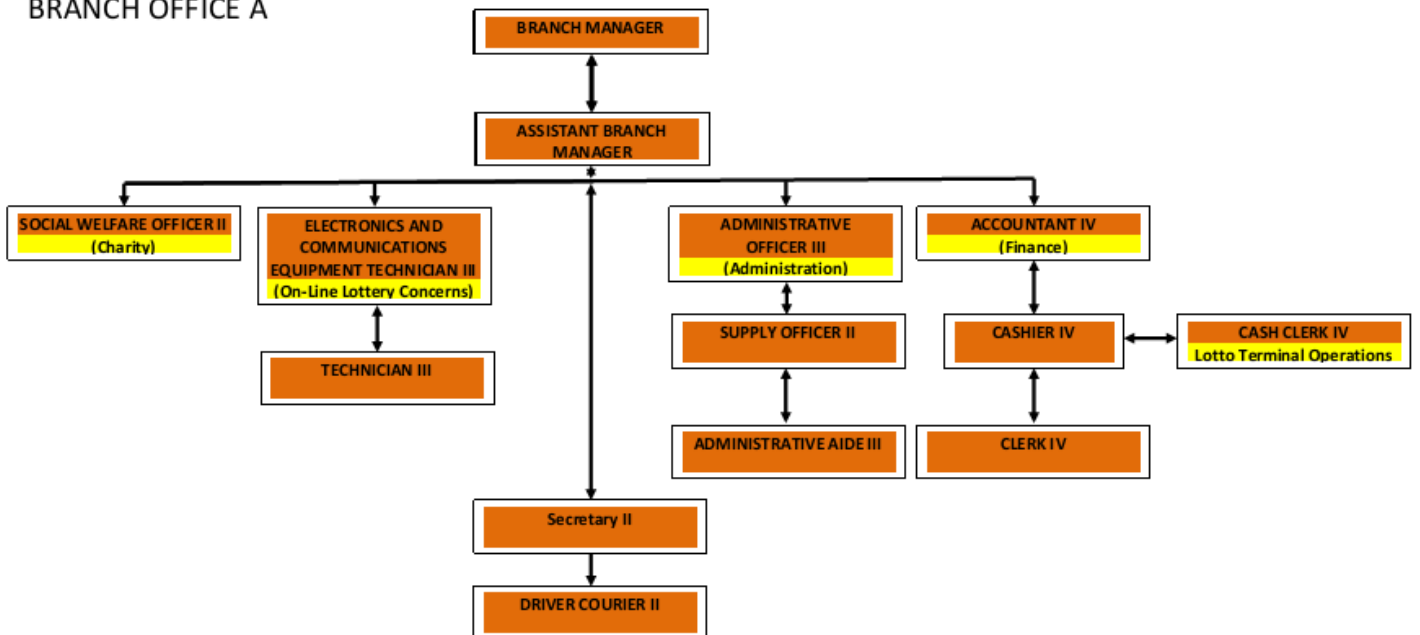
## C. Branch Operations Sector's Organizational Chart



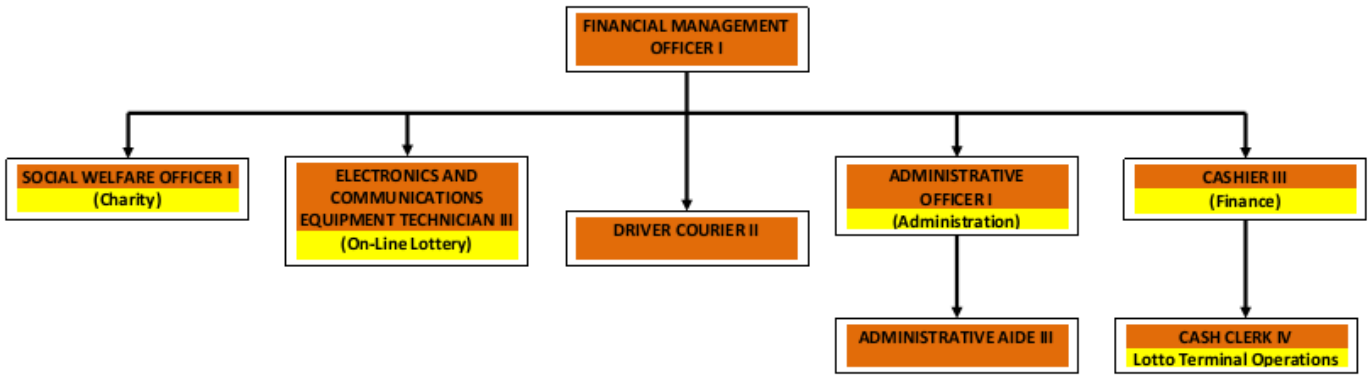
OFFICE OF THE DEPARTMENT MANAGER



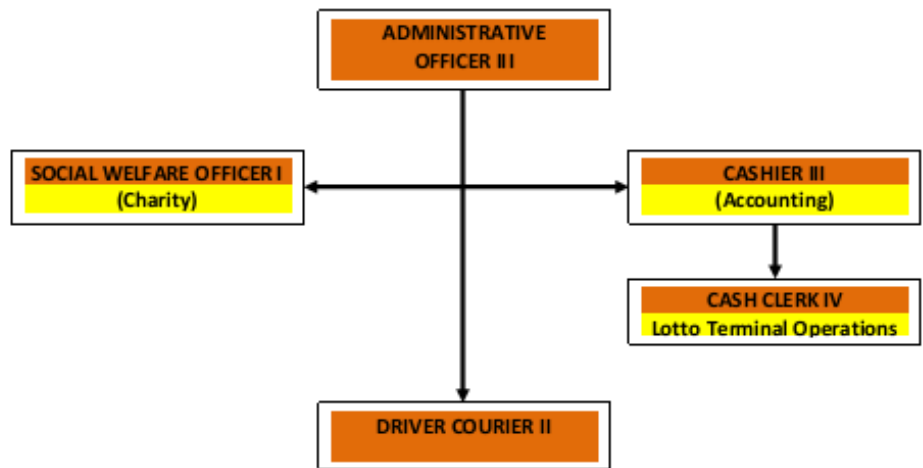
BRANCH OFFICE A



BRANCH OFFICE B



BRANCH OFFICE C



## D. Branch Operations Sector Functional Charts

### OPERATIONS SECTOR

- Oversees the proper implementation of all fund-generation and fund-provision projects and activities of the Agency in accordance with existing policies;
- Ensures accurate and timely submission of financial reports of the departments within the Sector;
- Performs other related functions and activities as may be deemed necessary.

#### a. National Capital Region Department

### NATIONAL CAPITAL REGION (NCR) DEPARTMENT

- Plans, directs and coordinates all fund-generation and fund-provision projects and activities of the Agency in the areas within the National Capital Region (NCR) in accordance with existing policies;
- Formulates and carries out plans and programs involving the operations of the Department, based on the directions set by the Board;
- Assesses and recommends **approval/suspension/ termination** of game applications and/or operations in their area of jurisdiction;
- Performs other related functions as may be deemed necessary.

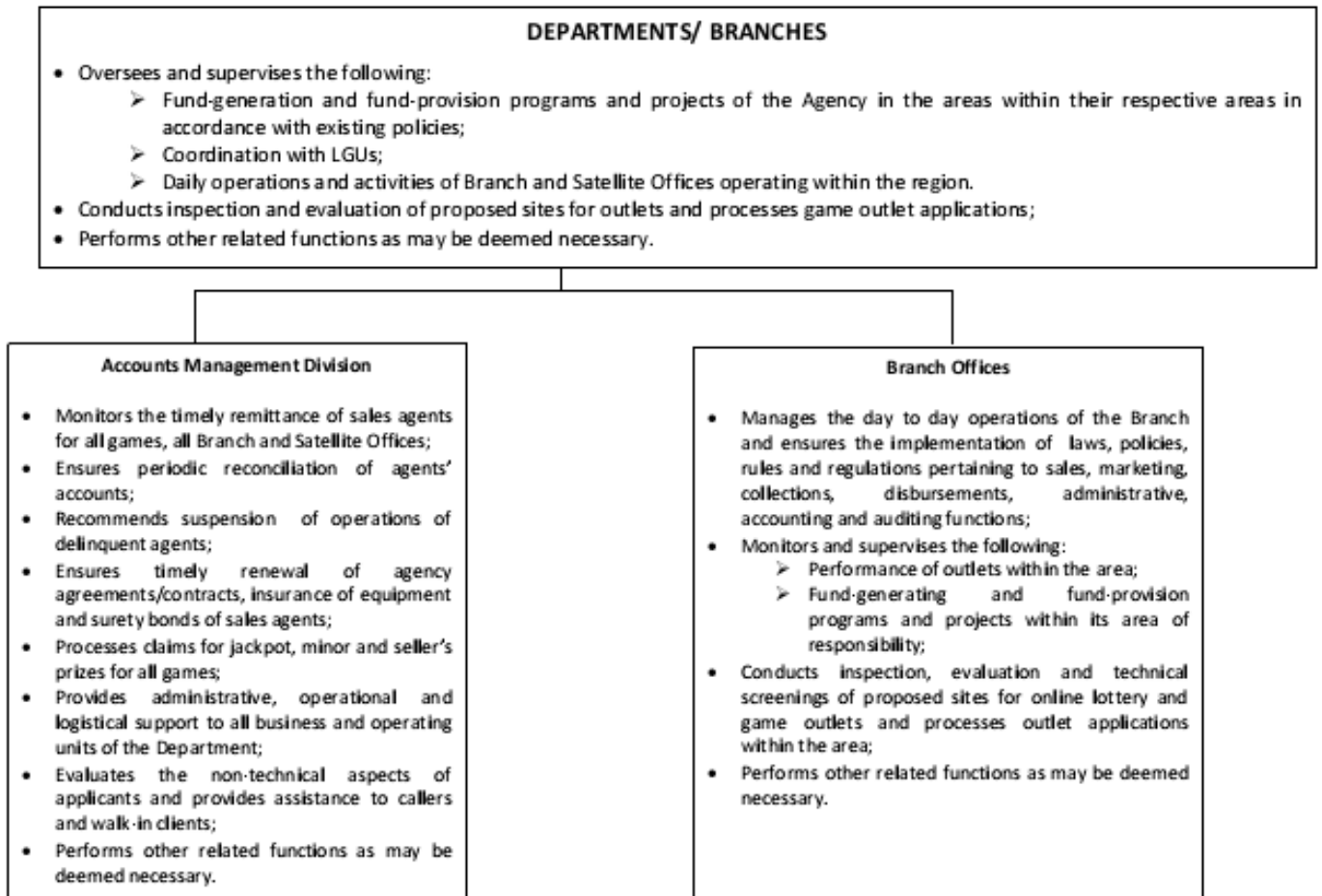
#### Technical Evaluation and Monitoring Division

- Conducts inspection, evaluation and technical screenings of proposed sites for online lottery and game outlets;
- Coordinates with the system suppliers and providers on the installation and maintenance of equipment and communication lines of approved and existing outlets;
- Monitors and ensures the technical performance of systems providers;
- Implements gaming systems and applications, in close coordination with the IT Department;
- Performs other related functions as may be deemed necessary.

#### Accounts Management Division

- Monitors the timely remittance of sales agents for all games for NCR and all branches;
- Ensures periodic reconciliation of agents' accounts;
- Recommends suspension of operations of delinquent agents;
- Ensures timely renewal of agency agreements/contracts, insurance of equipment and surety bonds of sales agents;
- Processes claims for jackpot, minor and seller's prizes for all games;
- Provides administrative, operational and logistical support to all business and operating units of the Department;
- Coordinates with the Product & Standard Development Department, in the conduct of marketing activities for the PCSO games and for other future game innovations and in pilot-testing new gaming and other fund-generating products within its area of jurisdiction, under the general supervision and direction of the DM;
- Evaluates the non-technical aspects of applicants and provides assistance to callers and walk-in clients; \*
- Performs other related functions as may be deemed necessary.

**b. Branches (Northern and Central Luzon Department, Southern Tagalog and Bicol Region Department, Visayas Department, Mindanao Department)**



## E. Duties and Responsibilities of Every Position

### A. National Capital Region

POSITIONS	DUTIES AND RESPONSIBILITIES
<b>DEPARTMENT MANAGER III</b>	<ul style="list-style-type: none"> <li>• Manages the daily operations of the two (2) divisions, in close coordination with concerned Departments/Offices/Units;</li> <li>• Ensures immediate and accurate answers and solutions to queries and problems raised by client-agents;</li> <li>• Supervises the evaluation of game applications and recommends approval/disapproval thereof based on existing rules and regulations;</li> <li>• Strictly monitors the account status of all lotto agents in NCR and all other sales agents;</li> <li>• Ensures that all communications, correspondences and requests are properly taken cared of or attended to;</li> <li>• Submits recommendations to the Board and/or senior management on other fund generation activities to further improve PCSO's revenue generation;</li> <li>• Ensures prompt payment and collection of accounts of all lotto agents in NCR and all other sales agents;</li> <li>• Supervises the processing of claims of Seller's prize and recording of daily sales reports including serial number and Agents' names;</li> <li>• Ensures accurate and timely preparation and submission of reports as are necessary to carry out the functions of the department;</li> <li>• Verifies the veracity of the conduct of inspection and evaluation of proposed outlets;</li> <li>• Ensures timely remittances of collections of lottery outlets within its jurisdiction as well as compliance to other existing rules and regulations;</li> <li>• Recommends marketing plans and strategies to increase sales;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ASSISTANT DEPARTMENT MANAGER</b>	<ul style="list-style-type: none"> <li>• Assists the DM in pursuing the Department's fund generation and welfare-related investment mandates;</li> <li>• Responsible for maintaining day to day financial, accounting, administrative and personnel services for the proper disposition relating to the functions of the National Capital Region Department;</li> <li>• Assists the DM in overseeing the daily activities and operations of the of the Department;</li> <li>• Ensures implementation of all directives of the DM;</li> <li>• Assists the DM in preparing various reports required from the Department;</li> <li>• Assumes the role and responsibilities of the DM in case of the latter's absence;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>

<p><b>SENIOR TECHNICAL ASSISTANT A</b></p> <p><b>(SUPERVISING ADMINISTRATIVE OFFICER)</b></p>	<ul style="list-style-type: none"> <li>• Acts as human resource officer of the Department;</li> <li>• Prepares letters, reports and correspondences needed by the DM;</li> <li>• Handles proper training and career advancement of the department's personnel;</li> <li>• Assists the DM and the ADM in the discharge of their functions;</li> <li>• Acts as the Chief of Staff of the Department and shall be responsible for the following: <ul style="list-style-type: none"> <li>➤ Coordination with the Departments/Offices concerned to ensure compliance of operations and functions;</li> <li>➤ Providing support to the DM by giving accurate and timely information for effective decisions and ensuring that the delivery of programs is enforced</li> </ul> </li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<p><b>TECHNICAL ASSISTANT B</b></p> <p><b>(ADMINISTRATIVE OFFICER III)</b></p>	<ul style="list-style-type: none"> <li>• Coordinates with the Agency's Central HR department on issues concerning personnel actions;</li> <li>• Acts as supply officer of the Department;</li> <li>• Handles the administrative requirements of the Department;</li> <li>• Responsible for the requisition/procurement of supplies and equipment for the Department;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<p><b>SECRETARY II</b></p>	<ul style="list-style-type: none"> <li>• Acts as Secretary to the DM and takes dictations and instructions from him/her;</li> <li>• Receives all documents for notation, signature, information and appropriate action of the DM;</li> <li>• Releases all documents assigned to the concerned departments/units for their appropriate action;</li> <li>• Maintains logbooks or records of all documents received, assigned and released to the concerned departments for proper monitoring and easy reference;</li> <li>• Prepares outgoing transmittals and other correspondences as per instruction of the DM;</li> <li>• Facilitates and arranges appointments and meetings to be attended by the DM, within and outside the office;</li> <li>• Receives all incoming calls, visitors and guests of the DM;</li> <li>• Arranges and prepares all received papers and documents for the DM's perusal;</li> <li>• Responsible in the keeping and monitoring of office supplies;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<p><b>DRIVER II</b></p>	<ul style="list-style-type: none"> <li>• Performs driving functions;</li> <li>• Responsible for transporting personnel &amp; office supplies needed in the operations of the Office;</li> <li>• Provides clerical and messengerial functions, when necessary;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>

<b>ADMINISTRATIVE AIDE III</b>	<ul style="list-style-type: none"> <li>• Performs office errands and general administrative services and clerical/office works for the Department;</li> <li>• Attends to other manual chores assigned by superiors;</li> <li>• Assists in receiving and recording correspondences, memoranda and other documents of the Department;</li> <li>• Routes necessary papers and documents to concerned departments;</li> <li>• Reproduces/ photocopies papers and official documents;</li> <li>• Serves and attends to important visitors and officials in the course of Official business;</li> <li>• Files memoranda and other official documents of the Department;</li> <li>• Assists in the encoding of memoranda/documents;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>DIVISION CHIEF III</b>	<ul style="list-style-type: none"> <li>• Oversees, handles and supervises the daily operations of the Division;</li> <li>• Plans, receives, reviews and evaluates applications of agents prior to the installation of terminals;</li> <li>• Conducts field inspections and communicates with the System Suppliers and communication line carriers in relation to the technical surveys and installations of required communication facilities in the proposed outlet sites of approved agents;</li> <li>• Supervises sales teller operations;</li> <li>• Sets appropriate work standards and monitors systems and flows of work in the division;</li> <li>• Supervises the installation of modems and terminals in the different outlets;</li> <li>• Reviews reports of the technical team before submission to the Department Manager;</li> <li>• Plans activities for the improvement of work and sees to it that the duties and functions of each section are properly and effectively carried out;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>INFORMATION TECHNOLOGY OFFICER II</b>	<ul style="list-style-type: none"> <li>• Assists in planning, directing, supervising and coordinating the operations of the Division;</li> <li>• Assists in directing, supervising and communicating with the systems suppliers and other communication line carriers in accordance with the operations;</li> <li>• Supervises the installation of modems and terminals in the different outlets;</li> <li>• Reviews reports of the technical team prior to the final assessment and evaluation of the Division Chief;</li> <li>• Ensures the integrity and technical performance of systems providers;</li> <li>• Identifies and recommends training needs of personnel;</li> <li>• Assists in the preparation of the yearly operational budget program of the Division and monitors, controls and evaluates its expenditures;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>INFORMATION TECHNOLOGY OFFICER I</b>	<ul style="list-style-type: none"> <li>• Assists in managing the daily operations of the Division;</li> <li>• Develops computer programs as the need arises;</li> <li>• Proposes training needs of personnel;</li> <li>• Studies and tests thoroughly newly developed/introduced application software;</li> <li>• Evaluates program designs and performances for compliance to standards;</li> <li>• Performs simple network system maintenance;</li> <li>• Installs information systems and other software in the computers/terminals;</li> <li>• Trains users to operate the systems;</li> <li>• Conducts information researches;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>

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<b>ELECTRONICS AND COMMUNICATIONS EQUIPMENT TECHNICIAN IV</b>	<ul style="list-style-type: none"> <li>• Responsible for follow-ups of installation orders from communication carriers;</li> <li>• Installs modems and terminals in the different outlets;</li> <li>• Conducts technical ocular inspections and prepares reports prior to terminal installation;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>

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<b>ELECTRONICS AND COMMUNICATIONS EQUIPMENT TECHNICIAN III</b>	<ul style="list-style-type: none"> <li>• Conducts field inspections of proposed sites for the outlets in accordance with the Rules and Regulations set by the Management;</li> <li>• Submits inspection reports to the Supervisor;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
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<b>COMMUNICATIONS EQUIPMENT INSPECTOR II</b>	<ul style="list-style-type: none"> <li>• Assists in the follow up of installation orders from communication carriers and in the conduct field inspections of proposed sites for the outlets in accordance with the Rules and Regulations set by the Management;</li> <li>• Submits monthly summary of installation and inspection reports to the Supervisor;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
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<b>DRIVER II</b>	<ul style="list-style-type: none"> <li>• Performs driving functions;</li> <li>• Assists inspectors in their daily tasks;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
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<b>GAME EQUIPMENT MAINTENANCE SUPERVISOR</b>	<ul style="list-style-type: none"> <li>• Assists in directing, supervising and communicating with the systems suppliers and other communication line carriers in accordance with the operations of the Division/Department;</li> <li>• Prepares and submits weekly and monthly summary report of maintenance conducted;</li> <li>• Supervises installations and repairs of equipment and assures maintenance of such in each outlet;</li> <li>• Assists in developing plans and generating information regarding the daily operations of the Division;</li> <li>• Reviews and evaluates gaming applications and all supporting documents;</li> <li>• Coordinates with Hotline Operations Section regarding reported problem/s by the agents in their operations;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>GAME EQUIPMENT MAINTENANCE SPECIALIST</b>	<ul style="list-style-type: none"> <li>• Assists in developing plans and generating information on gaming operations;</li> <li>• Assists in the review and evaluation of all gaming applications and all supporting documents;</li> <li>• Coordinates with Hotline Operations Section regarding reported problem/s by the agents in their operations;</li> <li>• Prepares monthly incident reports on terminal and telecommunications problems encountered;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ELECTRONICS AND COMMUNICATIO NS EQUIPMENT TECHNICIAN IV</b>	<ul style="list-style-type: none"> <li>• Conducts field preventive maintenance on existing outlets;</li> <li>• Assists agents on hardware and software problems;</li> <li>• Repairs terminal malfunctions;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
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<b>ELECTRONICS AND COMMUNICATIO NS EQUIPMENT TECHNICIAN III</b>	<ul style="list-style-type: none"> <li>• Assists in the performance of preventive maintenance and minor troubleshooting jobs on computers and modems;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ELECTRONICS AND COMMUNICATIO NS EQUIPMENT TECHNICIAN III</b>	<ul style="list-style-type: none"> <li>• Assists in the performance of preventive maintenance and minor troubleshooting jobs on computers and modems;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>

<b>ELECTRONICS AND COMMUNICATIONS EQUIPMENT TECHNICIAN III</b>	<ul style="list-style-type: none"> <li>• Assists in the performance of preventive maintenance and minor troubleshooting jobs on computers and modems;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>DRIVER II</b>	<ul style="list-style-type: none"> <li>• Performs driving functions;</li> <li>• Assists inspectors in their daily tasks;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>DIVISION CHIEF III</b>	<ul style="list-style-type: none"> <li>• Supervises the day to day activities of the division;</li> <li>• Submits regular operating performance reports and recommends to the DM enhancement and/or corrective actions as may be deemed necessary to ensure operational effectiveness and efficiency of the Department;</li> <li>• Reviews all documents and reports;</li> <li>• Monitors the account status of all lotto agents in NCR and all other sales agents;</li> <li>• Ensures accurate and timely preparation, consolidation and submission of financial reports of the outlets under its jurisdiction and all sales agents;</li> <li>• Supervises the monitoring of sales and remittances from all terminals in the NCR and sales agents;</li> <li>• Ensures prompt payment and collection of accounts all lotto agents in NCR and all other sales agents;</li> <li>• Prepares various reports of the Division for the approval of the Manager;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>CHIEF ACCOUNTS MANAGEMENT SPECIALIST</b>	<ul style="list-style-type: none"> <li>• Assists in the monitoring of sales and remittances from all terminals in NCR and sales agents;</li> <li>• Reports status of accounts of agents/operators;</li> <li>• Assists in the preparation of various reports of the Division;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>SUPERVISING ACCOUNTS MANAGEMENT SPECIALIST</b>	<ul style="list-style-type: none"> <li>• Monitors the sales accounts and remittances from all terminals</li> <li>• Verifies the status of accounts of agents/operators;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>

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<b>SENIOR MANAGEMENT SPECIALIST</b>	<ul style="list-style-type: none"> <li>• Prepares sales and remittance monitoring reports and agents' account status reports;</li> <li>• Provides analyses of sales against remittances data;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
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<b>SENIOR</b>	<ul style="list-style-type: none"> <li>• Prepares sales and remittance monitoring reports and agents' account</li> </ul>

<b>MANAGEMENT SPECIALIST</b>	<ul style="list-style-type: none"> <li>status reports;</li> <li>Provides analyses of sales against remittances data;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>
<b>SENIOR MANAGEMENT SPECIALIST</b>	<ul style="list-style-type: none"> <li>Prepares sales and remittance monitoring reports and agents' account status reports;</li> <li>Provides analyses of sales against remittances data;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>
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<b>ACCOUNTS MANAGEMENT SPECIALIST</b>	<ul style="list-style-type: none"> <li>Assists in the monitoring of sales and remittances from game terminals;</li> <li>Helps in the preparation of various reports and correspondences as instructed by superiors;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTS MANAGEMENT SPECIALIST</b>	<ul style="list-style-type: none"> <li>Assists in the monitoring of sales and remittances from the Online Lottery terminals;</li> <li>Helps in the preparation of various reports and correspondences as instructed by superiors;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTS MANAGEMENT SPECIALIST</b>	<ul style="list-style-type: none"> <li>Assists in the monitoring of sales and remittances from the Online Lottery terminals;</li> <li>Helps in the preparation of various reports and correspondences as instructed by superiors;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTS MANAGEMENT SPECIALIST</b>	<ul style="list-style-type: none"> <li>Assists in the monitoring of sales and remittances from the Online Lottery terminals;</li> <li>Helps in the preparation of various reports and correspondences as instructed by superiors;</li> <li>Performs other related duties assigned by superiors.</li> </ul>
<b>ACCOUNTS MANAGEMENT SPECIALIST</b>	<ul style="list-style-type: none"> <li>Assists in the monitoring of sales and remittances from the Online Lottery terminals;</li> <li>Helps in the preparation of various reports and correspondences as instructed by superiors;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>
<b>COMPUTER OPERATOR IV</b>	<ul style="list-style-type: none"> <li>Provides computer support and services;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTING SPECIALIST I</b>	<ul style="list-style-type: none"> <li>Verifies the accuracy and completeness of reports submitted by agents/operators;</li> <li>Helps in the preparation of various reports and correspondences as instructed by superiors;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTING SPECIALIST I</b>	<ul style="list-style-type: none"> <li>Verifies the accuracy and completeness of reports submitted by agents/operators;</li> <li>Helps in the preparation of various reports and correspondences as instructed by superiors;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTING SPECIALIST I</b>	<ul style="list-style-type: none"> <li>Verifies the accuracy and completeness of reports submitted by agents/operators;</li> <li>Helps in the preparation of various reports and correspondences as instructed by superiors;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTING SPECIALIST I</b>	<ul style="list-style-type: none"> <li>Verifies the accuracy and completeness of reports submitted by agents/operators;</li> <li>Helps in the preparation of various reports and correspondences as</li> </ul>

	<p>instructed by superiors;</p> <ul style="list-style-type: none"> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTING SPECIALIST I</b>	<ul style="list-style-type: none"> <li>• Verifies the accuracy and completeness of reports submitted by agents/operators;</li> <li>• Helps in the preparation of various reports and correspondences as instructed by superiors;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTS MANAGEMENT ANALYST I</b>	<ul style="list-style-type: none"> <li>• Assists in the verification of the accuracy and completeness of agents' reports;</li> <li>• Helps in the preparation of various reports and documents as instructed by superiors;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTS MANAGEMENT ANALYST I</b>	<ul style="list-style-type: none"> <li>• Assists in the verification of the accuracy and completeness of agents' reports;</li> <li>• Helps in the preparation of various reports and documents as instructed by superiors;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTS MANAGEMENT ANALYST I</b>	<ul style="list-style-type: none"> <li>• Assists in the verification of the accuracy and completeness of agents' reports;</li> <li>• Helps in the preparation of various reports and documents as instructed by superiors;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTS MANAGEMENT ANALYST I</b>	<ul style="list-style-type: none"> <li>• Assists in the verification of the accuracy and completeness of agents' reports;</li> <li>• Helps in the preparation of various reports and documents as instructed by superiors;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>

<b>ACCOUNTS MANAGEMENT ANALYST I</b>	<ul style="list-style-type: none"> <li>• Assists in the verification of the accuracy and completeness of agents' reports;</li> <li>• Helps in the preparation of various reports and documents as instructed by superiors;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTS MANAGEMENT ASSISTANT I</b>	<ul style="list-style-type: none"> <li>• Assists in the verification of the accuracy and completeness of agents' reports;</li> <li>• Helps in the preparation of various reports and documents as instructed by superiors;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTS MANAGEMENT ASSISTANT I</b>	<ul style="list-style-type: none"> <li>• Assists in the verification of the accuracy and completeness of agents' reports;</li> <li>• Helps in the preparation of various reports and documents as instructed by superiors;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTING PROCESSOR</b>	<ul style="list-style-type: none"> <li>• Responsible for rendering clerical support to the Division;</li> <li>• Helps in the preparation of office memoranda, correspondences and various reports as instructed by superiors;</li> <li>• Receives, routes, files and/or transmits memoranda, letters and other correspondences;</li> <li>• Encodes letters, reports, memoranda and other correspondences as instructed by the superiors;</li> <li>• Receives or places telephone calls and messages for the Division/Department;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>

**B. Department/ Branch**

POSITIONS	GENERAL FUNCTIONS	SPECIFIC FUNCTIONS
<p><b>DEPARTMENT MANAGER III</b></p>	<ul style="list-style-type: none"> <li>• Oversees and directs the daily operations of assigned Department under Branch Operations Sector.</li> <li>• It includes administering to business functions, accounts management, human resources, projects management, and helping in the formulation of policies and its implementation.</li> <li>• Ensure that operations of Accounts Management and all Branch Offices in the Department are compliant with the management’s directive and other regulatory agencies.</li> <li>• Ensure completion and submission of deadlines and budget.</li> <li>• Utilizes training programs to improve skills, knowledge and morale of the personnel.</li> <li>• Evaluate personnel performance based on PCSO’s standard and prescribe duties and responsibilities.</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Reports directly to the Assistant General Manager, Branch Operations Department.</li> <li>• Represent the management in all related functions concerning the affairs of PCSO in the Branches.</li> <li>• Direct supervision over the monitoring/review of sales and daily remittances of Lotto and Lotto Express Agents.</li> <li>• Signs blocking and unblocking of Lotto and Lotto Express terminals due to non-compliance in connection with sales remittances.</li> <li>• Overall supervision of all activities of personnel under the Department to include: <ul style="list-style-type: none"> <li>○ Assure accuracy of reports that is due to the AGM, General Manager, Chairperson and Members of the Board of Directors.</li> <li>○ Ascertain the reconciliation of all related account being handled by the Department.</li> <li>○ Directly involved in the preparation of Journal Entries.</li> </ul> </li> <li>• Implement marketing strategies to boost online lottery sales.</li> <li>• Coordinate directly with the Land Bank of the Philippines and Philippine National Bank regarding all pertinent bank-related concerns.</li> <li>• Ensure full compliance to COA reports and findings.</li> <li>• Reviews/recommends and approve consolidated budget of the branches offices and evaluates variances of projections vs. actual expenses;</li> <li>• Ensures accurate and timely preparation and submission of reports that are necessary to carry out the functions of the department;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>

POSITIONS	GENERAL FUNCTIONS	SPECIFIC FUNCTIONS
<p><b>SENIOR TECHNICAL ASSISTANT A</b></p> <p><b>(SUPERVISING ADMINISTRATIVE OFFICER)</b></p>	<ul style="list-style-type: none"> <li>• Managing the day-to-day operations of Department Manager/Act as Chief-of-Staff</li> <li>• Direct supervision on organizing and maintaining files and records of documents.</li> <li>• Lead in the conduction of research work and managing of existing projects.</li> <li>• Prepares letters, reports and correspondences as needed by the DM;</li> <li>• Acts as human resource officer of the department;</li> <li>• Assists the Department Manager in the discharge of his/her functions;</li> <li>• Performs other related functions as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Act as Chief-of-Staff of the DM <ul style="list-style-type: none"> <li>➢ Ensure implementation of directives of the DM;</li> <li>➢ Provide coordination with the Departments/Divisions concerned to ensure compliance of operations and functions;</li> <li>➢ Provide support to the DM by giving accurate and timely information for effective decisions and ensuring that the delivery of programs is enforced.</li> </ul> </li> <li>• In charge of the monitoring and preparation of all letters, reports and correspondence due for action/signature of the DM</li> <li>• Reviews and monitors all contracts being entered into by the Department/Branches.</li> <li>• In charge of all concerns regarding Lotto Agents affairs including review of application.</li> <li>• Provide necessary support regarding human resource needs of all staff under the Department.</li> <li>• Performs other related functions as may be deemed necessary.</li> </ul>
<p><b>TECHNICAL ASSISTANT B</b></p> <p><b>(ADMINISTRATIVE OFFICER III)</b></p>	<ul style="list-style-type: none"> <li>• Conducts technical area inspection and makes reports prior to terminal installation when needed;</li> <li>• Coordinates with the Agency's Central HR department on issues concerning personnel actions;</li> <li>• Handles the administrative requirements of the Department;</li> <li>• Responsible for the requisition/procurement/monitoring of supplies and equipment for the Department;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Assist in the fulfillment of the duties and responsibilities of Sr. Technical Assistant A.</li> <li>• In charge of preparation/consolidation of all Individual Medical Assistance Program under the jurisdiction of the Department.</li> <li>• Monitor/follow-up reports with specific deadline for timely submission.</li> <li>• Preparation/consolidation/checking of payrolls, salaries and allowances of personnel in the Department/Branch.</li> <li>• Performs other related functions as may be deemed necessary.</li> </ul>
<p><b>SECRETARY II</b></p>	<ul style="list-style-type: none"> <li>• Directly provide clerical support to the DM.</li> <li>• Receive necessary documents for appropriate action of the DM.</li> <li>• Monitor all incoming and outgoing documents from the Office of the DM.</li> <li>• Receive all incoming call, visitors and guest of the DM.</li> <li>• Facilitates and arranges</li> </ul>	<ul style="list-style-type: none"> <li>• Managing the day-to-day schedule of the DM</li> <li>• Manage and maintaining files and records of DM</li> <li>• Planning and scheduling meetings and appointments</li> <li>• Making travel and guest arrangements</li> <li>• Acts as Secretary to the DM and takes dictations and instructions</li> </ul>

POSITIONS	GENERAL FUNCTIONS	SPECIFIC FUNCTIONS
	<p>appointments and meetings to be attended by the DM, inside and outside the office premises;</p> <ul style="list-style-type: none"> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<p>from him/her;</p> <ul style="list-style-type: none"> <li>• Receives all documents for notation, signature, information and appropriate action of the DM;</li> <li>• Releases all documents assigned to the concerned departments/units for their appropriate action;</li> <li>• Checks completeness of documents and other related materials, and gives feedback to superiors if necessary, before preparation/encoding;</li> <li>• Maintains logbooks or records of all documents received, assigned and released to the concerned departments for proper monitoring and easy reference;</li> <li>• Prepares outgoing transmittals and other correspondences as per instruction of the DM;</li> <li>• Facilitates and arranges appointments and meetings to be attended by the DM, inside and outside the office premises;</li> <li>• Receives all incoming calls, visitors and guests of the DM;</li> <li>• Arranges and prepares all received papers and documents for the DM's perusal;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>DRIVER II</b>	<ul style="list-style-type: none"> <li>• Performs driving functions;</li> <li>• Responsible for transporting personnel &amp; office supplies needed in the operations of the Office;</li> <li>• Provides clerical and messengerial functions, when necessary;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide transportation support to the DM, including all its staff and personnel within the Department,</li> <li>• Provide clerical and messengerial functions when necessary.</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ADMINISTRATIVE AIDE III</b>	<ul style="list-style-type: none"> <li>• Provide office/clerical support to the Department.</li> <li>• Provide assistance to the Department needs pertaining to manual chores and cleanliness of the Department.</li> <li>• Assist in receiving and recording of all related documents concerning the Department.</li> <li>• Routes necessary papers and documents to concerned departments;</li> <li>• Reproduces/ photocopies papers and official documents;;</li> <li>• Assists in filing memoranda and</li> </ul>	<ul style="list-style-type: none"> <li>• Performs office errands and general administrative services and clerical/office works for the Department;</li> <li>• Attends to other manual chores assigned by superiors and maintains cleanliness of the department;</li> <li>• Assists in receiving and recording correspondences, memoranda and other documents of the Department;</li> <li>• Routes necessary papers and documents to concerned departments;</li> </ul>

POSITIONS	GENERAL FUNCTIONS	SPECIFIC FUNCTIONS
	<p>other official documents of the Department;</p> <ul style="list-style-type: none"> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Reproduces/ photocopies papers and official documents;;</li> <li>• Assists in filing memoranda and other official documents of the Department;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>Accounts Management Division</b>		
<b>DIVISION CHIEF III</b>	<ul style="list-style-type: none"> <li>• Supervises the day to day activities of the division;</li> <li>• Submits regular operating performance reports and recommends to the DM enhancement and/or corrective actions as may be deemed necessary to ensure operational effectiveness and efficiency of the Department;</li> <li>• Reviews all documents and reports;</li> <li>• Ensures accurate and timely preparation, consolidation and submission of financial reports of the branches offices under its area of jurisdiction;</li> <li>• Examines and verifies disbursement vouchers and documents from branches offices;</li> <li>• Assists the DM in preparing various reports;</li> <li>• Assists in monitoring the operations of branches offices;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Reports directly to the AGM and DMs.</li> <li>• In charge of the day-to-day activities of the Division.</li> <li>• Monitor/prepare and submit needed reports and recommend necessary courses of actions to ensure operational effectiveness and efficiency of reports pertaining to sales and remittances.</li> <li>• Review documents pertaining to the accounts of Lotto and Lotto Express agents and signs blocking and unblocking of terminals in case of non-remittance of sales.</li> <li>• Ensure accurate and timely preparation, consolidation and submission of documents due for consideration and action by the General Manager, AGM, and DM.</li> <li>• Assist the AGM and DM in the preparation of reports.</li> <li>• Monitor review and verify all accounts of Branch Offices under the Department.</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTANT IV</b>	<ul style="list-style-type: none"> <li>• Consolidates monthly financial reports;</li> <li>• Assists in the preparation of reports needed by the DM for submission to other departments and to the top management;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide support and assistance to Division Chief in the consolidation of financial statement of all Branch Offices.</li> <li>• Assist the Division Chief in the preparation of reports due to DM.</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ADMINISTRATIVE OFFICER III</b>	<ul style="list-style-type: none"> <li>• Supervises the administrative concerns of personnel of the department;</li> <li>• Assists the Division Chief in supervising the administrative functions of the division;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• In charge in providing necessary administrative support to the personnel of the Department.</li> <li>• Assist the Division Chief in the supervision of the administrative function in the Division.</li> </ul>

POSITIONS	GENERAL FUNCTIONS	SPECIFIC FUNCTIONS
		<ul style="list-style-type: none"> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTANT III</b>	<ul style="list-style-type: none"> <li>• Assists in the consolidation of monthly financial statements of the branches offices;</li> <li>• Prepares periodic revenue allocation of the branches offices</li> <li>• Prepares and consolidates all sales reports needed by the branches offices;</li> <li>• Prepares monthly and yearly reports needed by the Department Manager;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide support to Accountant IV in the consolidation of monthly financial statements of the branches offices;</li> <li>• Prepares periodic revenue allocation of the Branch Offices</li> <li>• Prepares and consolidates all sales reports needed by the Branch Offices;</li> <li>• Prepares monthly and yearly reports as needed by the Department Manager;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>CASHIER III</b>	<ul style="list-style-type: none"> <li>• Supervises the distribution of checks to the branches</li> <li>• Validate/consolidate all cash reports as submitted by the branches.</li> <li>• Monitoring/review of cash flows</li> <li>• In charge of the monitoring of sweepstakes and STL remittances.</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Handles all cash advances of the office of the Dept. Manager including its replenishments and liquidations thereof;</li> <li>• Consolidates all cash reports submitted by the branches offices;</li> <li>• Prepares cash disbursement and petty cash fund records in order to monitor disbursements of the department;</li> <li>• In-charge in the distribution of checks (coming from the main office) to concerned branches offices and monitors submission of required documents such as MOA, Official Receipts, etc.;</li> <li>• Monitors fund transfers and cash advances of branches offices;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>BUDGET OFFICER III</b>	<ul style="list-style-type: none"> <li>• In-charge in the budget preparation of the department;</li> <li>• Consolidates the budget and performance reports submitted by Branch Offices within its area of jurisdiction;</li> <li>• Certifies availability of funds for all disbursements of the branches offices of the department;</li> <li>• Handles BUS (Budget Utilization Slip);</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• In charge in the coordination/preparation of the corporate budget of the department.</li> <li>• Monitoring and certifies the availability of funds.</li> <li>• Review/consolidation of reports on Individual Medical Assistance Program.</li> <li>• Monitoring of prize fund vouchers.</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ADMINISTRATIVE OFFICER II</b>	<ul style="list-style-type: none"> <li>• In charge in providing necessary administrative support to the personnel of the Department.</li> <li>• Assist the Division Chief in the supervision the administrative</li> </ul>	<ul style="list-style-type: none"> <li>• In-charge in all administrative concerns of personnel of the department;</li> <li>• Provides supports and services in the operations of the branches</li> </ul>

POSITIONS	GENERAL FUNCTIONS	SPECIFIC FUNCTIONS
	<p>function in the Division.</p> <ul style="list-style-type: none"> <li>Performs other related duties as may be deemed necessary.</li> </ul>	<p>offices of the department;</p> <ul style="list-style-type: none"> <li>In-charge in record-keeping for the Department;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>
<b>SUPPLY OFFICER II</b>	<ul style="list-style-type: none"> <li>In charge of the procurement, inventory utilization and disposal of Department/Division properties including capital expenditures of the Office of the DM.</li> <li>Coordinate with the Branch Offices in the handling of supplies and other paraphernalia from the warehouse.</li> <li>In charge of the preparation of inventory reports within the department and consolidation of reports from all offices under the department.</li> <li>Determine re-order points.</li> <li>Maintain equipment ledger</li> <li>Identify/recommend equipment bound for disposal/condemnation.</li> <li>Perform other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Supervises the procurement, inventory utilization and disposal of supplies and capital expenditures of the Office of the DM;</li> <li>Assists the branches offices in the hauling of supplies and other paraphernalia from the warehouse;</li> <li>Consolidates inventory reports of the branches offices;</li> <li>Records all purchases &amp; issuances on the stock cards for control purposes;</li> <li>Prepares inventory reports of the following: <ol style="list-style-type: none"> <li>Supplies and Materials;</li> <li>Semi-Expendable;</li> <li>Equipment.</li> </ol> </li> <li>Determines re-order points;</li> <li>Maintains equipment ledger cards;</li> <li>Identifies items for disposal and facilitates condemnation thereof; Performs other related duties as may be deemed necessary.</li> </ul>
<b>COMPUTER OPERATOR IV</b>	<ul style="list-style-type: none"> <li>Provides computer support &amp; services to the all personnel of the department;</li> <li>Coordinates with the hotline personnel relative to technical problems of agents/operators within the department's area of jurisdiction;</li> <li>Assists in the preparation of financial reports;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Provides computer support &amp; services to the all personnel of the department;</li> <li>Coordinates with the hotline personnel relative to technical problems of agents/operators within the department's area of jurisdiction;</li> <li>Assists in the preparation of various reports;</li> <li>Performs other related duties as may be deemed necessary.</li> </ul>
<b>COMMUNICATIONS EQUIPMENT OPERATOR IV</b>	<ul style="list-style-type: none"> <li>Prepares monthly incident reports on telecommunication problems encountered;</li> <li>Provides the technical assessment, evaluation and processing of documents of all game applications and other concerns of agents/operators;</li> <li>Assists in developing strategies to enhance the services of the division;</li> <li>In-charge in all gaming operations concerns of agents, such as transfer</li> </ul>	<ul style="list-style-type: none"> <li>Responsible for follow-ups of installation of telecommunication facilities, terminals and paraphernalia with the communication carriers and equipment suppliers;</li> <li>Coordinates with the hotline personnel relative to telecommunication problems of agents within the area;</li> <li>Prepares monthly incident reports on</li> </ul>

POSITIONS	GENERAL FUNCTIONS	SPECIFIC FUNCTIONS
	<p>of site, change of carrier, transfer of ownership, defaulted agents, etc.;</p> <ul style="list-style-type: none"> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<p>telecommunication problems encountered;</p> <ul style="list-style-type: none"> <li>• Provides the technical assessment, evaluation and processing of documents of all game applications and other concerns of agents/operators;</li> <li>• Assists in developing strategies to enhance the services of the division;</li> <li>• In-charge in all gaming operations concerns of agents, such as transfer of site, change of carrier, transfer of ownership, defaulted agents, etc.;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>ACCOUNTING ANALYST</b>	<ul style="list-style-type: none"> <li>• Verifies the validity and authenticity of winning tickets/claimants;</li> <li>• Assists in the preparation and consolidation of monthly financial statements, revenue allocation and sales reports of the branches offices;</li> <li>• Prepares monthly and yearly reports needed by the Department Manager;</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Assist in verifying the validity and authenticity of IMAP submission;</li> <li>• Assists in the preparation and consolidation of monthly financial statements, revenue allocation and sales reports of the branches offices;</li> <li>• Monitor/preparation of LGU shares and remittances.</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>
<b>DRIVER II</b>	<ul style="list-style-type: none"> <li>• Provide transportation support to the DM, including all its staff and personnel doing official duties outside the Agency.</li> <li>• Do clerical and messengerial functions when necessary.</li> <li>• Performs other related duties as may be deemed necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible for messengerial works, cleanliness and orderliness of the Office;</li> <li>• Helps in maintaining files of documents &amp; in preparing requisitions, vouchers and other administrative needs of the Department;</li> <li>• Assists in the supply management of the Department;</li> <li>• Photocopies all documents required of the ODM;</li> <li>• Performs driving functions;</li> <li>• Assists inspectors in their daily tasks;</li> </ul> <p>Performs other related duties as may be deemed necessary.</p>

**Branch A**

Position	Salary Grade	Job Description
Branch Manager	25	Manages the operation of the branch office including the operation of branch B and C within the area of jurisdiction. Ensures adherence to

		existing policies and laws.
Assistant Branch Manager	24	Supervises the operation of the branch office including the operation of branch B and C within the area of jurisdiction. Assists the Branch Manager and ensure adherence to existing policies and laws
Accountant IV	22	Responsible in providing quantitative information, primarily financial in nature
Cashier IV	22	Responsible for all the cash and cash items of the branch office
Administrative Officer III	18	Responsible in administrative function of the branch office
Social Welfare Officer II	15	Responsible in the assessment of cases for financial assistance under IMAP and other social services program as directed
Supply Officer II	14	Responsible in the procurement and issuances of supplies and materials, furniture and equipment needed in the operation of the branch office
Electronic and Communication Equipment Technician III	11	Responsible for the inspection of proposed lotto/keno sites and maintenance/cleanliness of on line machines and other concern of agents
Bookkeeper III	10	Responsible in recording of transactions to the books of accounts and other accounting clerical jobs
Cash Clerk IV (3)	10	Responsible in operating/selling/validating online games and other PCSO games
Clerk IV	8	Responsible in providing general clerical jobs
Driver Courier II	6	Responsible in driving the official vehicle as the need arises in the operation and maintain the cleanliness and good running condition of the office vehicle
Administrative Aide III	3	Responsible in carrying-out messenger jobs

### Branch B

Position	Salary Grade	Job Description
Financial Management Officer I	22	Supervises the operation of the branch office and ensure adherence to existing policies and laws
Cashier III	18	Responsible for all the cash and cash items of the branch office
Administrative Officer I	11	Responsible in administrative function of the branch office
Social Welfare Officer I	11	Responsible in the assessment of cases for financial assistance under IMAP and other social services program as directed
Electronic and Communication Equipment Technician III	11	Responsible for the inspection of proposed lotto/keno sites and maintenance/cleanliness of on line machines and other concern of agents
Cash Clerk IV	10	Responsible in operating/selling/validating online games and other PCSO games
Driver Courier II	6	Responsible in driving the official vehicle as the need arises in the operation and maintain the

		cleanliness and good running condition of the office vehicle
Administrative Aide III	3	Responsible in carrying-out messenger jobs

**Branch C**

Position	Salary Grade	Job Description
Administrative Officer III	18	Supervises the operation of the branch office and ensure adherence to existing policies and laws
Cashier II	14	Responsible for all the cash and cash items of the branch office
Social Welfare Officer I	11	Responsible in the assessment of cases for financial assistance under IMAP and other social services program as directed
Cash Clerk IV	10	Responsible in operating/selling/validating online games and other PCSO games
Driver Courier II	6	Responsible in driving the official vehicle as the need arises in the operation and maintain the cleanliness and good running condition of the office vehicle