

Job Title: **INFORMATION OFFICER**

Basic Function: Responsible for the overall information campaign of the program in the region, in charge of the overall operations of the Recruitment / Membership requirements of the Health Care to ensure compliance with internal policies, established procedures and guidelines, services and operational continuity.

Reports to: Functionally and Administratively to the Health Care Manager

Supervises: Camera Operator  
Card / ID Producer

Minimum Qualifications: College graduate and computer literate.

**Specific Responsibility:**

- Establishes the program's information campaign's goals and objectives and institutes measures to ensure attainment of increased number of member.
- Ensures that all transactions under area of supervision comply with established policies, procedures and internal control.
- Ensures that all personnel under his supervision are updated on policies, procedures and circulars / memoranda.
- Conducts process improvement studies / projects to improve membership and operational efficiency.
- Ensures immediate action on client's requests, complaints and inquiries.
- Conducts regular business calls and representative to prospective clients.
- Conduct periodic calls to existing clients to determine their perception of the program and service quality as well as to explore opportunities for innovations.
- Performs other duties as may be assigned from time to time.