

**ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION**

POSITION DESCRIPTION

1. JOB IDENTIFICATION:

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| 1.1. Position Title: | Community Center Operators |
| 1.2. Position Level: | O4-O1 |
| 1.3. MoG: | Administration and Support Services Group |
| 1.4. Sub Group: | Administration Services |
| 1.5. Super Structure: | Administration Services |
| 1.6. Job Location: | Gewog Administration, Dzongkhag Administrations |
| 1.7. Supervisor: | Gewog Administrative Officer |

2. DUTIES AND RESPONSIBILITIES: *Main duties and responsibilities, indicating what is done and how it is done.*

2.1. Public Service Assistant

2.1.1. Public Service Delivery

- Offer one-stop service access for all public services
- Assist in application filing, registration, document uploads, and online payments.
- Support the delivery of offline services (printing, lamination, photocopying, legal stamp, eloads, etc)
- Manage land transactions and census-related services through the e-Sakor and DCRC system.
- Help citizens register for online government services, including NDI (National Digital Identity), G2C portals, and mobile applications.
- Assist in online payments, document uploads, and tracking application status.
- Provide technical support for accessing and updating digital services, such as NDI registration, software updates, and biometric verification.

2.1.2. Providing Public Service Information

- Act as the first point of contact for citizens seeking information on government services or any services provided from CC/Gewog.
- Provide guidance on service eligibility, prerequisites, required documents, fees, and processing times (TAT).
- Offer details and assist citizens on online service portals, mobile applications, and digital platforms for self-service access.

2.1.3. Service Updates & Announcements

- Disseminate real-time updates on any changes, new policies, or modifications in public service procedures.

- Share information on newly introduced policies, services, deadlines, and government initiatives.
- Maintain public notice boards, or online community groups to keep citizens informed.

2.1.4. Assisting Citizens in Navigating Services

- Guide individuals in filling out service applications, online registrations, and digital authentication processes (e.g., NDI, G2C services).
- Provide step-by-step assistance on availing services, particularly for digitally unskilled or elderly citizens.
- Direct service seekers to the appropriate government agencies or departments when required by the nature of services.

2.1.5. Handling Public Queries & Complaints

- Address frequently asked questions (FAQs) regarding public services
- Record and escalate grievances, service delays, and complaints to the relevant authorities.
- Work closely with the 1199 Public Service Contact Center/PSDD to track and resolve issues.

2.1.6. Community Awareness & Outreach

- Conduct awareness programs, training, and demonstrations on government services, digital tools, and citizen rights.
- Collaborate with local leaders and agencies to promote public service transformation.
- Encourage digital adoption by assisting citizens in using mobile apps and online platforms.

2.1.7. As a frontline service provider at the Gewog level, the CCO will play a crucial role in promoting Dzongkha and ensuring that all citizens—especially those in rural communities—can access government services seamlessly, regardless of their language proficiency.

2.2. Focal to Economic Stimulus Plan (ESP)

- 2.2.1. CSA to provide assistance in filling up the Economic Stimulus Program forms
- 2.2.2. Act as the first point of contact for citizens seeking information on ESP.
- 2.2.3. Provide step-by-step assistance on availing loan
- 2.2.4. Assist in seeking clearances from the Gewog/ extension offices
- 2.2.5. ESP project monitoring at the community level
- 2.2.6. Assist in processing/monitoring of loan re-payment

2.3. Administrative Support to Gewog Administration

2.3.1. Administrative Tasks

- Drafting correspondences and maintaining proper documentation, including filing and archival (both digital and physical) for official documents.
- Assisting in Form filling and processing (e.g. G2C applications, permits registrations, school admission and loan forms etc).
- Scheduling meetings, handling logistics, Chadri and assisting in coordinating official events at the Gewog.
- Assisting in inventory management of Gewog office supplies and resources.

2.3.2. Bookkeeping Tasks

- Recording financial transactions related to Gewog operations and assisting GAO for budgeting and planning processes.
- Preparing basic financial reports for review by the Gewog Administrative Officer (GAO).
- Managing Gewog Current Deposit (CD) Account and keeping financial records.
- Assisting in collection and deposit of taxes, fees, and insurance premiums.

2.3.3. Perform any other functions as assigned by the Gewog Administration

2.4. Reporting, Monitoring, Performance & Evaluation

2.4.1. Reporting mechanism

- The Gewog Administration will oversee the day-to-day operations and performance of the CCOs.
- CCO will report directly to the GAO and work under the guidance of the GAO for administrative and service-related tasks.
- CCO through Gewog Administration will submit monthly reports of service delivery/grievances/challenges or any matters related to public services to the Public Service Delivery Division (PSDD) in the standard format prescribed.

2.4.2. Monitoring and Supervision

- The Gewog Administration will ensure regular monitoring of the service delivery, administrative tasks, and citizen engagement to ensure efficiency and adherence to standards.
- Regular spot checks, field visits, and feedback collection will be conducted by PSDD to assess CCO performance and citizen satisfaction.
- Any service delivery challenges, unresolved grievances, or operational bottlenecks will be escalated to the PSDD through GAO for resolution.

2.4.3. Performance Evaluation and Work Planning

- CCO will develop an annual work plan in alignment with Gewog service priorities and PSDD guidelines.

- The GAO will oversee planning, activity review, and performance moderation to ensure alignment with Gewog objectives.
- CCO will undergo periodic performance reviews, with evaluations conducted by the GAO under supervision of Gewog Administration.
- CCO must ensure timely submission of performance reports to Gewog, capturing key performance indicators, service delivery status.

3. KNOWLEDGE & SKILLS REQUIREMENTS: *Minimum requirement for performance of work described (Level of Knowledge, Skill and Ability).*

3.1 Education

Should have a minimum of Class X.

3.2 Training

Should have undergone training on community center management.

3.4 Knowledge of language(s) and other specialized requirements:

Should have good knowledge on Dzongkha and English, both in spoken and writing.

Must be polite and well-mannered.

4. COMPLEXITY OF WORK *(Describe the intricacy of tasks, steps, processes or methods involved in work, difficulty and originality involved in work):*

The CC Operators should have complete knowledge of the services provided by the office and be able to liaise with relevant officials/individuals in discharging their roles.