



16 July 2020

MEMORANDUM NO. 349

Series of 2020

T O: Dr. Angel L. Paradero

R E: Designation as Customer Feedback Officer

By virtue of the authority vested in me by the VSU Board of Regents and as recommended by the Director of Quality Assurance, you are hereby designated as Customer Feedback Officer of the Visayas State University effective immediately until December 31, 2020 or unless sooner revoked or terminated by higher authorities.

As Customer Feedback Officer, you are to perform the following duties and responsibilities:

1. Identify and assess customers' needs to achieve satisfaction by collecting and analyzing customer information and feedbacks;
2. Handle customer complaints, recommend appropriate solutions and alternatives within the time limits and follow up to ensure resolution;
3. Keep records of customer interactions, process customer accounts and file documents;
4. Provide accurate, valid and complete information by using the right methods/tools and following communication procedures, guidelines and policies;
5. Build sustainable relationships and trust with customers and University's stakeholders through open and interactive communication;
6. Do other tasks related to customer satisfaction services and feedback;

Moreover, you are entitled to the privileges granted and the responsibilities attached to the position subject to pertinent policies.

Please be guided accordingly.


EDGARDO E. TULIN
President

cc:	OVPA	IASO
	OVPAF	Accounting
	OVPREI	Cash
	OVPSAS	COA
	OVPPRGAS	Registrar
	OUS	Deans
	ODAHRD/PRPEO	Directors
	ODF/Budget	Records
	File	