



Government of Guam
Department of Administration
Human Resources Division



Eddie Baza Calvo
Governor
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Lieutenant Governor

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Director

OPEN COMPETITIVE EXAMINATION

To establish a list for the position of
LAW ENFORCEMENT DISPATCHER I

Announcement Number: DOA 25-17

Open: October 27, 2016

Close: November 21, 2016

**Pay Grade: OPEN: G-1; \$24,729.00 P/A – G-7; \$30,911.00 P/A
PROMOTION: G-1; \$424,729.00P/A – G-18; \$43,585.00 P/A**

The Government of Guam may offer competitive benefit packages, which includes retirement (Defined Contribution Plan 401 a and 457), health insurance plans, cafeteria plan, an Employee Assistance Program, annual and sick leave, paid holidays and life insurance. For additional information regarding the Government of Guam Retirement, please visit www.ggrf.com. For other inquires please visit Department of Administration website www.doa.guam.gov.

Who Can Apply

Open to all government of Guam employees and the public.

Qualification Requirements

One (1) year of clerical and computer typing experience involving public contact work and graduation from high school or possession of a G.E.D; or

One (1) year of telephone operator or radio dispatching experience and graduation from high school or possession of a G.E.D

Nature of work

This is semi-routine work in receiving and dispatching messages in the Guam Police Department, Guam Fire Department, and other related law enforcement agency's communication systems. Employees in this class receive and transmit messages by telephone or radio transmitter/receiver. Work involves receiving and evaluating all incoming complaints or request for police, ambulance, and rescue services, and relaying messages and information to and among law enforcement personnel and the general public. Work is performed under close supervision but with continued experience and proven ability, may perform responsible and difficult duties independently on assigned tasks. Work is reviewed through conferences and submission of reports for compliance with policies, practices, and procedures.

Illustrative Examples of Work

Receives telephone complaints and other requests for assistance from the public; elicits and summarizes necessary facts; determines preliminary classification of offense and forwards pertinent information to higher level dispatchers. Provides operator relief to higher level dispatchers, under supervision; dispatches uniformed personnel in response to complaints, reports of crimes, disturbances, accidents, emergencies and other requests for assistance. Provides assistance and information among law enforcement personnel and the general public regarding police operations, fires, emergency medical services, and other emergency assistance. Receives case data from reporting uniformed personnel and enters same into various computerized files via teleprocessing terminals. Operates PBX switchboard and other common office equipment. Maintains and updates logs for emergency assistance of abandoned and towed vehicles, missing and wanted persons, and other miscellaneous police/fire bulletins and records. Prepares event cards and daily bulletin reports. Maintains complete radio and telephone logs on all messages received and transmitted; compiles and types detailed reports on activities during the shift worked. Performs related work as required.

Knowledge, Abilities & Skills

Knowledge of police, fire, emergency medical services and other law enforcement radio dispatching. Knowledge of rules, regulations, policies, practices, and procedures of communication operations. Knowledge of the organization of the various governmental agencies of the Government of Guam. Knowledge of the geography of Guam. Knowledge of the pertinent laws of the Territory of Guam and applicable federal laws relating to communication operations. Knowledge of crime, fire, and other emergency medical service classification and coding methods. Knowledge of office practices and procedures. Ability to operate telephone and radio transmitter/receiver equipment. Ability to speak clearly and distinctly. Ability to communicate effectively, orally and in writing. Ability to make sound decisions under stressful conditions. Ability to write and type clear and concise reports and maintain records. Ability to establish effective working relationships with others.

Minimum Educational Requirements

All new employees (meaning not a current government of Guam employee to include reemployment/re-appointment eligibles), shall be required to have a high school diploma or equivalent as allowed by Public Law 29-113 when applying for a position, with the exception of those positions listed on the list approved by the DOA Human Resource Manager.

Documentation Requirements

Applicants claiming educational accomplishments are required to submit official or verified copies of transcripts or diplomas. The diploma, degree, or credits required must come from an educational institution that is accredited or recognized by either its government or a government recognized accrediting agency. This applies to all new employment after October 1, 2008 pursuant to Public Law 29-113. If you wish to claim for any preference points, please read the employment application General Instruction page for additional information. If you have any questions, please contact the Recruitment Branch at 475-1141/1128/1120.

Suitability Determination Form

Your employment application will not be deemed completed unless the Suitability Determination Form is completely filled out, signed and dated. If it is not complete or missing from your application, your application for this position will be rejected. Please pay particular attention to question #2. If you answer "yes", you must attach your police clearance that is no older than one (1) month from the date of submitting your application. In addition, please resubmit an updated Suitability form if anything occurred that warrants updating your responses on your Suitability Form after you have submitted your application.

LAW ENFORCEMENT DISPATCHER I

Prohibition Pursuant to P.L. 28-98

No person convicted of a sex offense under the provision of chapter 25 of Title 9 GCA, or an offense as defined in Article 2 of Chapter 28, Title 9 GCA in Guam, or an offense in any jurisdiction which includes, at a minimum, all of the elements of said offenses, or who is listed on the Sex Offender Registry shall work in any agency or instrumentality of the government of Guam.

Examination Requirements

A written test is not required. Applicants will be rated on a scale between 70.00 and 100.00 percent on the basis of their training, education and experience in relation to the requirements of the position.

Interviewing Procedures

A personal interview or interview by telephone (if off-island) will be held by the appointing authority or his or her designee for all eligibles referred via certification.

Employment Medical Examination

All applicants accepting employment must undergo a medical examination and be declared by the physician as capable of performing the duties of the position being hired for.

Work Eligibility

When offered a position, you will be required to provide proof of identity and eligibility for employment in the United States as condition of employment.

Drug Screening

Applicants selected for and offered employment with the Government of Guam shall undergo and pass a mandatory drug test before being employed. This also applies to employees selected for Tested Designated Position (TDP). Failure to submit or pass such drug test shall be grounds for rescinding the offer of appointment.

Police & Court Clearances Requirements

If selected for this position, your selection will be **conditional** pending submission of a recent police and court clearance, and taking and passing a drug test (see Drug Screening section of the announcement). The hiring department will mail a letter to you explaining these requirements. You will have five (5) business days from the postmarked date of your letter to submit police and court clearances that are no older than one (1) month from the date of your letter. The cost of the clearances is your responsibility. If you have already submitted clearances with your employment application, you will not be required to resubmit as long as they meet the date criteria above. If you do not have any conviction or conditions that would warrant rescinding the job offer, and pass the drug test you will be notified of your start date.

Where to Apply

Submit job applications at the Department of Administration, Human Resources Division 2nd floor, ITC building, Tamuning, between the hours of 8:00 a.m. – 5:00 p.m., Monday through Friday. Individuals with disabilities who require special accommodations should contact this office prior to any scheduled examinations or interviews.

For More Information

Call or visit us at the Department of Administration, Human Resources Division at (671)475-1141/1120. In addition, job announcements and job application forms are accessible through the Department of Administration's website at www.hr.doa.guam.gov. Also, job applications can be downloaded from www.govguamdocs.com or you can email to doajobs@doa.guam.gov for additional information.



For: SHANE G. L. NGATA
PERSONNEL SERVICES ADMINISTRATOR
HUMAN RESOURCES DIVISION