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GOVERNMENT OF GUÅHAN
(GUBETNAMENTON GUÅHAN)

DEPARTMENT OF ADMINISTRATION
(DIPATTAMENTON ATMENESTRASON)

HUMAN RESOURCES DIVISION
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DEPARTMENT OF ADMINISTRATION EMPLOYMENT APPLICATION STANDARD OPERATING PROCEDURE

SUBJECT: Employment Application Acceptance Procedures

EFFECTIVE DATE: July 13, 2018

INQUIRIES: Recruitment and/or Testing Branch Supervisors

- I. **STATEMENT OF POLICY:** In order to work in a permanent classified position in a line department or agency under the Executive Branch, interested applicants must submit a Department of Administration employment application. It is the policy of the Director of Administration to accept applications for employment on the appropriate form and for a specific position and job announcement number from all interested applicants in accordance with Rules 4.101 and 4.105 of the current Department of Administration's Personnel Rules and Regulations.

- II. **STATEMENT OF PRACTICE:** Employment applications are to be accepted at the Department of Administration, Human Resources Division at the Recruitment Branch service counter during regular hours of business operations, Monday through Friday, except for observed holidays. Applicants may submit their employment applications via electronic mail at doajobs@doa.guam.gov or through fax at 671-475-3671. All applications received via electronic mail or fax, must be submitted by 11:59 pm (Guam time) on the closing date of the job announcement. All applicants submitting their employment application will be provided an Acknowledgement of Receipt **for each job announcement**, which will identify on the receipt what documents are being submitted with the application and what documents are pending. All applicants will be issued an Acknowledgement of Receipt regardless if the application was submitted via electronic mail or in person. **The only acceptable documents from applicants are as follows:**
 - Department of Administration's employment application
 - Educational documents (*College Diploma, College Transcripts, High School Diploma and/or General Equivalency Diploma, English Placement Test results, US DOL Apprenticeship completion certificates, or other certificates in lieu of a High School diploma*)
 - Resume (*Resumes must include appropriate dates [at least month and year] of all employment being submitted for credit*). All resumes that don't contain clear information on duration of employment will be considered non-compliant and will not be accepted.
 - Required Certifications and/or licenses as indicated on the job announcement
 - DD214-Member 4 Form verifying dates of honorable service (*if applicable*)
 - Most recent official statement / letter from the U.S. Department of Veterans Affairs
 - Public Health Disability Certification (*if applicable*)
 - Preferential Hire: Letter from University of Guam verifying Preferential Hire Status
 - Police and Court Clearance (*if applicable*)
 - If you answer "yes" to question #2 on the Suitability Determination Form, you must attach your

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police and court clearances that are no older than one (1) month from the date of submitting your employment application. No person convicted of a sex offense under Title 9 GCA, Chapter 25, an offense as defined in Article 2 Title 9 GCA, Chapter 28, 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.

- Legal documents in support of application (i.e., Power of Attorney)

NOTE: All other documents will be returned to the applicant at the time of submission, if received in person. Applications may be accepted from persons that are not the applicant and may be issued a receipt; however, those persons are not authorized to modify any information on the applicable unless they have a Power of Attorney that specifically authorizes such action.

- III. **REFERENCES:** Acceptance of employment applications shall be in accordance with Rule 4.106 of the Department of Administration's Personnel Rules and Regulations and HRD No. 05-0777, dated August 23, 2005, and HRD Interoffice Memorandum, dated August 24, 2005.
- IV. **APPLICABILITY:** This Standard Operating Procedure is intended for the Recruitment Branch staff and anyone assisting the Recruitment Branch in the acceptance of employment applications.
- V. **PURPOSE:** The purpose of this Standard Operating Procedure for accepting employment applications is to establish a standardized and consistent process.
- VI. **EMPLOYMENT APPLICATION:** The Department of Administration requires all applicants to utilize the Department of Administration's Employment Application, version 1/2014 or higher. Employment applications must be completed by printing in black/blue ink, or typed and signed by the applicant. Incomplete applications will be rejected. Resumes will not be accepted in lieu of the employment application form. The current employment application can be found at www.hr.doa.guam/employment. Employment applications submitted by someone other than the applicant, will be accepted, provided the application is signed by the applicant. In cases where a Power of Attorney (POA) is granted, the POA must specifically indicate the agent may act on their behalf with respect to employment, including but not limited to, submission of employment applications, inquiries on employment and, is able to sign the employment application on their behalf.
- VII. **BACKGROUND:** The Human Resources Division management recognizes that employment applications must be submitted in accordance with established policies, procedures, rules and regulations to ensure all applicants are treated fairly. In doing so however; it is important to promote excellent public relations and quality customer service by being tactful and courteous when accepting employment applications from the general public and government of Guam employees. Applicants should be made aware of the requirements of "Who May Apply", as some job announcements are open to the public, while others may be restricted to permanent classified employees for a certain department. In some instances, a position may not be announced and the applicant must be informed accordingly that the employment application will not be accepted. Should an applicant become irate or uncooperative with the attending staff, it is encouraged to automatically refer the applicant to a Recruitment Branch Specialist or the Recruitment Branch Supervisor. In no instance should attending staff engage in an argument with applicants at the service counter. If necessary, proper law enforcement authority will be contacted to address the situation.
- VIII. **PROCEDURES:**
 - Step 1:** When an applicant submits an employment application, the **first action is to determine whether the position is being announced and/or verify if the applicant meets the area of consideration, and "Who May Apply" requirements of the job announcement.** If not, kindly inform the applicant accordingly of the appropriate acceptance policy and to keep the employment application until such time it can be accepted. It is also appropriate in this

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scenario to refer the applicant to our website at (www.hr.doa.guam.gov), so they may monitor the job announcement and/or guide them to the job announcement area for current closed and continuous job announcements. However, should applicants become frustrated staff is encouraged to refer the applicant to a Recruitment Branch Specialist or the Recruitment Branch Supervisor.

Step 2: If the position is being announced and the applicant meets the Area of Consideration and is eligible to apply for the position, **proceed to review the employment application** and ensure the **Applicant Statement** and **Suitability Determination** Forms are attached, signed and dated by the applicant. Please ensure the employment application is printing in black/blue ink, typed or legible handwriting and signed by the applicant. The Equal Employment Opportunity (EEO) Data Form (Form 1A) and the Preference Points Request Form (Form A3) are voluntary. However, applicants claiming Preference Points must complete the form and attach supporting documents (i.e., DD214 or Certification Disability from the Department of Public Health and Social Services). All applicants are responsible to ensure copies are provided. The Recruitment and Testing Branches **do not** provide copies for applicants or return previously submitted employment applications for the applicant to view and make copies. **The only acceptable documents from applicants are those pursuant to Section II of this SOP.**

Note: All other documents will be removed and returned to the applicant at the time of submission if received in person. Employment applications should be stapled or fastened. Employment applications will not be accepted if spiral bound, in a binder, in sheet protectors, in a booklet, etc..

Step 3: Upon verifying the information in Step 2, please proceed to fill out the Acknowledgement of Receipt for the applicant **for each job announcement** and properly identify on the receipt what documents are being submitted with the application and what documents are pending.

The only acceptable documents from applicants are those pursuant to Section II of this SOP.

Note: All other documents will be returned to the applicant.

At this stage, an effort should be made to verify copies of High School Diplomas, College Transcripts or College Degrees against original documents. The words "Verified Original" should be annotated on copies of documents verified to include the reviewer's initials. Otherwise, please indicate on the receipt that the documents are pending submission, or pending verification of originals. It is the responsibility of the applicant to provide the necessary supporting documents and to provide photocopies of their documents. Failure to furnish such documents may result in being disqualified for the position. If there are any questions from staff or the applicant regarding acceptable documents, please see the Recruitment or Testing Supervisor. **Applicants pending documents will be permitted to submit pending documents only during the Administrative Review period. Applicants will not be allowed to submit a new employment application to replace the application already provided.**

Step 4: For positions that require a valid operator's license as indicated on the job announcement, the applicant should be requested to show their operator's license, if available. On the front, top right-hand corner of the employment application, the type of operator license can be entered to include the expiration date. In addition, certain documents usually required for a position are identified and may be annotated (with a circle of yes or no) to indicate that the applicant submitted the document or not (this is done as a cross check when reviewing the employment application and its attachments). For example, if the applicant did not provide proof of a valid license, the letter "N" should be circled for "No".

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Step 5: Form A2, the first page of the employment application, should be date stamped and initialed by the attending staff. All applicants submitting their employment application will be provided an Acknowledgement of Receipt for each job announcement. Each receipt will identify what documents were received with the application and what documents are pending. **(Applicants submitting applications via e-mail will also receive a receipt)**. The applicant should be given the original receipt and the copy should be placed in the appropriate file. The stamped application is then placed in the appropriate file for further processing. Applicants who provide a copy of their application to be stamped received may do so; however, the Acknowledgement of Receipt will serve as the official document of what was received by DOA – HR for the specific job announcement.

Step 6: All applications received by the closing date, will be evaluated utilizing the Training & Experience (T&E) format, based on a scale of 100 points of which 70 points is the minimum rating to qualify for a position. Applicants shall receive a Notice of Rating through the mail once all applications have been evaluated and a List of Eligibles is established. No additional copies of notices will be printed; however, requested copies may be sent electronically. Positions that require written and physical examinations are evaluated utilizing a combination of Education, Work Experience and Examination results (E&E) and is based on a scale of 100 points, of which 70 points is the minimum rating to qualify for a position. Tested positions that require a written and / or physical examination(s) shall receive a Notice of Rating through the mail.

- IX. RESPONSIBILITES:** The Recruitment Branch staff and/or authorized assigned staff are primarily responsible for following these procedures as outlined for accepting employment applications. However, it is the overall responsibility of the Recruitment Branch Supervisor to address any concerns in regards to the acceptance and processing of employment applications. In addition, the Recruitment Branch Supervisor shall provide appropriate training to ensure these policies and procedures are followed accordingly.
- X. PENALTY FOR NON-COMPLIANCE:** The Recruitment Branch Supervisor, for recruitment branch staff, shall take appropriate disciplinary action for non-compliance. Any issues surrounding assigned staff from other branches will be brought up to the Personnel Services Administrator for further action and discussion.
- XI. AMENDMENT:** The Recruitment Branch Supervisor shall be responsible for addressing overall concerns in the acceptance and processing of employment applications. Any amendments shall be recommended to the Personnel Services Administrator for approval prior to implementation. This amendment supersedes any previous Standard Operating Procedure in acceptance of employment applications and shall remain effective until canceled or amended.
- XII. EFFECTIVE DATE:** Upon approval by the Personnel Services Administrator.

APPROVED DISAPPROVED


SHANE GL NGATA, Manager 7/13/18
Human Resources Division Date