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DEPARTMENT OF ADMINISTRATION

DIPATTAMENTON ATMENESTRASION

HUMAN RESOURCES DIVISION

(Dibision Inadilanto yan Guinaha Para Taotao)

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LOURDES A. LEON GUERRERO
Governor (Maga'hága)

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OPEN COMPETITIVE EXAMINATION

To establish a list for the position of **ELIGIBILITY SPECIALIST II** Announcement Number: DOA 09-23

Open: January 18, 2023 Continuous

GENERAL PAY PLAN (GPP)
OPEN: I-01; \$28,595 P/A –I-10; \$39,255 P/A
PROMOTION: I-01; \$28,595 P/A –I-18; \$50,399 P/A

The Government of Guam may offer competitive benefit packages, which includes retirement (Defined Contribution Plan 401 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 inquiries please visit Department of Administration website www.hr.doa.guam.gov

Who Can Apply

Open to all government of Guam employees and the public.

Qualification Requirements

Two (2) years specialized experience as an Eligibility Specialist I or equivalent work; or

Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

Necessary Special Qualifications

Possession of a valid motor vehicle operator's license.

Nature of work

This is complex, technical social service work involving determination of eligibility for Old Age Assistance, Aid to the Blind, Aid to Families with Dependent Children, Aid to the Permanent and Totally Disabled, General Assistance, Medicaid, and Food Stamp Programs, under the Bureau of Economic Security, Division of Public Welfare, Department of Public Health and Social Services. Employees in this class perform the full range of complex technical duties, including independent work in specialized areas of the profession.

Illustrative Examples of Work

Substantiates eligibility factors by securing supporting documentation through direct interviews or collateral contacts to ascertain the veracity of information on the prescribed application forms, and to ensure completeness and accuracy according to specific instructions and defined procedures. Analyzes and evaluates information about applicant's case situation to determine the extent of entitlement in accordance with agency policies and procedures; computes applicant/recipient's entitlement amount, and enters case information in cathode ray tubes (CRT) for online processing of benefits. Reevaluates case situations on a monthly basis to determine continued participation in the program(s), and updates case information in the CRT to revise the extent of entitlement based on information reported by the recipient. Disapproves applications or terminates on-going cases based on information which indicates that client is ineligible for benefits or further entitlements. Conducts home/field visits when discrepancies on client information are identified, and as a means of front-end detection to prevent fraud or misuse of program benefits. Analyzes case information and recomputes entitlement amounts based on computer electronic matches, investigative findings, or findings by self or supervisor; prepares claim determination reports on entitlement amounts overissued to recipients to initiate process for recoupment of overissued amounts; prepares restoration forms on amounts underissued to recipients to initiate process to repay benefits owed. Analyzes Quality Control case review findings in comparison with case data and performs corrective action on error cases; prepares responses on corrective action taken and transmits to quality control unit. Identifies and prepares appropriate referrals to Department of Labor for work registration, Office of Support Enforcement for location of absent parent(s), Medicaid/MIP Office for medical assistance, Investigation and Recovery Office, Immigration and Naturalization Service (INS) for alien verification, Social Security Office for social security number verification, Department of Vocational Rehabilitation, and other program linkages within the specified time frames. Entertains client concerns/grievances on agency actions and attempts to resolve differences; informs applicants/clients of their right to appeal adverse actions taken on their case, and assists the client in initiating the fair hearing process; participates in such processes as required. Maintains and updates case files and program manuals as changes occur. Prepares monthly activity reports on all case actions taken. Performs related duties as required.

Knowledge, Abilities & Skills

Knowledge of local and federal public welfare, Medicaid, and food stamp policies, procedures, and program activities. Knowledge of general office practices and procedures. Ability to review application forms for completeness and accuracy. Ability to determine eligibility for program benefits in accordance with agency program requirements. Ability to make arithmetic computations. Ability to interpret and apply agency program policies and procedures. Ability to work effectively with the public and employees. Ability to communicate effectively, orally and in writing. Ability to maintain records and prepare monthly reports. Ability to type and operate standard office machines and basic computer related equipment. Skill in the safe operation of a motor vehicle.

Minimum Educational Requirements

All new employment in the service of the government of Guam shall have, as a reasonable measure of job performance, minimum requirement of high school diploma or a successful completion of General Education Development (GED) test or any equivalent of a general education high school program, apprenticeship program or successful completion of a certification program, from a recognized, accredited or certified vocational technical institution, in a specialized field required for the job, pursuant to Public Law 29-113.

ELIGIBILITY SPECIALIST II OPEN COMPETITIVE EXAMINATION

Documentation Requirements

To validate credentials you may claim, (e.g., High School Diploma, College Transcript, DD-214, etc.), an original or certified copy of the document(s) must accompany each employment application you are applying for with your legal signature. Applicants shall be responsible to provide all required documents for each employment application submitted and failure to provide proof may result in disqualification. **For more information, please contact the Recruitment Branch at 475-1141/1120/1174.**

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.

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

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 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 Test Designated Positions (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 9:00 a.m. – 4:00 p.m., Monday through Friday. **Individuals with disabilities who require special accommodation should contact this office prior to any scheduled examinations or interviews. OUR OFFICE WILL BE ACCEPTING APPLICATIONS ELECTRONICALLY. PLEASE EMAIL YOUR APPLICATION(S) TO: DOAJOBS@DOA.GUAM.GOV**

For More Information

Call or visit us at the Department of Administration, Human Resources Division at (671)475-1141/1128. In addition, job announcements and employment application forms are accessible to download at Department of Administration's website at www.hr.doa.guam.gov. For further information, you may email doajobs@doa.guam.gov.



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

WE ARE AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER. WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, DISABILITY, EXCEPT FOR POSITIONS REQUIRING BONA FIDE OCCUPATIONAL QUALIFICATION.