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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'håga)

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Lt. Governor (Sigundo Maga'låhi)

## OPEN COMPETITIVE EXAMINATION

### To establish a list for the position of **QUALITY CONTROL REVIEWER II** Announcement Number: DOA 16-23

Open: January 27, 2023 Continuous

**GENERAL PAY PLAN (GPP)**  
OPEN: L-01; \$37,100 P/A –L-10; \$50,931 P/A  
PROMOTION: L-01; \$37,100 P/A –L-18; \$65,389 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](http://www.ggrf.com). For other inquires please visit Department of Administration website [www.hr.doa.guam.gov](http://www.hr.doa.guam.gov)

#### **Who Can Apply**

Open to all government of Guam employees and the public.

#### **Qualification Requirements**

Two (2) years of experience as a Quality Control Reviewer I or three (3) years of specialized experience as an Eligibility Specialist II 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 driver's license.

#### **Nature of work**

This is complex technical social services work involving analysis and evaluating recipients case records, conducting field investigations, making collateral contacts, with government and private agencies to substantiate clients statement of needs, and ensures the accuracy of recipients' level of benefits under Food Stamps, Medicaid and Public Assistance Programs. 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**

Analyzes and evaluates recipients' case records randomly selected for quality control review; retrieves printed case data for the appropriate review months and identifies elements with discrepant information; develops a work plan for the field review. Conducts field investigation through home visits with clients, and collateral contacts with various government and private agencies, to secure documents and verify elements of eligibility and availability of recipient resources. Records case file analysis, field findings, verifications and review decisions in the quality control work sheets and report forms; ensures that documentations are clear and concise and indicate the gaps or discrepancies noted between case file records and that of field findings. Reviews and determines whether the eligibility workers' computations of recipient entitlements are accurate and that policies are applied according to Federal and Local standards. Prepares and codes accurately the Integrated Review Schedules for each completed case review. Prepares individual field finding reports for quality control cases found to be in error for immediate corrective action. Assists the Quality Control supervisor in the proof reading of the monthly computer generated review status reports. Performs related duties as required.

#### **Knowledge, Abilities & Skills**

Knowledge of the principles and methods of interviewing and investigation. Knowledge of Federal and Local program rules and requirements. Ability to analyze, gather information, evaluate and make sound judgments. Ability to make arithmetic computations. Ability to access and retrieve case history/data from the Cathode Ray Terminal (CRT). Ability to work effectively with the public and employees. Ability to communicate effectively, orally and in writing. Ability to maintain records and prepare technical reports. 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.

#### **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.

## QUALITY CONTROL REVIEWER II OPEN COMPETITIVE EXAMINATION

### **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 2<sup>nd</sup> 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](mailto: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](http://www.hr.doa.guam.gov). For further information, you may email [doajobs@doa.guam.gov](mailto: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.**