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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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Lt. Governor (Sigundo Maga'láhi)

## OPEN COMPETITIVE EXAMINATION

### To establish a list for the position of **TAXPAYER SERVICES ADMINISTRATOR** Announcement Number: DOA 86-22

Open: March 28, 2022 Close: April 15, 2022

#### GENERAL PAY PLAN (GPP)

OPEN: P-01; \$55,488 P/A –P-10; \$76,174 P/A

PROMOTION: P-01; \$55,488 P/A –P-18; \$97,798 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 inquiries 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

Five (5) years of experience in tax enforcement work and one (1) year of supervisory work, and graduation from a recognized college or university with a Bachelor's degree in business or public administration or related field; or

Seven (7) years of tax enforcement work and two (2) years of supervisory work, and graduation from high school; or

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

#### Nature of work

Plans, coordinates, and directs the administration of income tax laws and the tax laws under Title XX, Government Code of Guam. The employee in this class performs managerial duties in the administration of the programs of the Income Tax Assistance and Processing Branch, Business Privilege Tax Branch, Accounting Branch, Electronic Data Processing Branch, and the Central Files Branch.

#### Illustrative Examples of Work

Formulates plans; coordinates and directs the processing of income tax returns, gross receipts, withholding tax and other similar taxes under the Government Code of Guam. Formulates and recommends program policies and procedures; formulates plan of action to address problem areas identified within the division. Chairperson of the Special Accounting Service (SAS) mandates by Public Law 22-74. Assists in the development of revenue forecasts, tax policy, financial management and economic forecasting for the Government of Guam. Prepares and compiles the reports necessary to properly reflect tax revenue, account receivables and reserves for purposes of preparing the government budget which is primarily predicted on the SAS revenue forecast. Evaluates programs and operations and recommends or initiates changes in work procedures, pertinent provisions of laws, regulations, organization setup and related matter to enhance program effectiveness. Responsible for implementing changes that affect tax laws and ensures that taxpayers conform to the changes accordingly. Meets with taxpayers and/or representatives to resolve questions on tax issues that were not resolved by line staff. Explains tax laws, interpretations and rulings to program staff and the public. Makes personal and media appearances before groups, organizations, or the press, when necessary and in accordance with established policies. Provides technical support to legal counsel and Office of the Attorney General in the preparation of tax cases under litigation. Keeps top management informed of activities or matter that may conflict with existing policies, regulations and other program guidelines. Directs and coordinates the design and implementation of training programs for division's personnel. Prepares and administers the annual program budget for the division. Maintains records and submits technical and administrative reports.

#### Knowledge, Abilities & Skills

Knowledge of the principles and practices of management. Knowledge of the tax laws and regulations relating to the operations of the division. Knowledge of the various tax forms, notices and related documents and their applications. Knowledge of general business practices. Ability to plan and direct the administration of programs and activities. Ability to interpret and make decisions in accordance with laws, regulations, policies and other program guidelines. Ability to evaluate program effectiveness and recommend or initiate changes in procedures, regulations and operations to enhance effectiveness. Ability to work effectively with employees and the public. Ability to communicate effectively, orally and in writing. Ability to maintain records and prepare reports.

#### 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.

## TAXPAYER SERVICES ADMINISTRATOR 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.