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DEPARTMENTAL COMPETITIVE EXAMINATION

To establish a list for the position of
LAW ENFORCEMENT DISPATCHER II
Announcement Number: DOA 93-22

Area of Consideration: GUAM POLICE DEPARTMENT

Open: April 14, 2022 Close: April 27, 2022

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 inquires please visit Department of Administration website www.hr.doa.guam.gov

Who Can Apply

Only permanent, government of Guam employees from the department or agency as identified in the area of consideration above can apply. The appointing authority for the above department/ agency has identified this position as a career development opportunity for his/her employees pursuant to rule 4.101.A1.

Qualification Requirements

Satisfactory completion of a police or related dispatcher training program and two (2) years of experience in an emergency services communication operation as a complaint clerk and/or radio dispatcher; or

One (1) year of experience in clerical and typing work including public contact work as a receptionist or related work and two (2) years of work experience in an emergency services communication operation as a complaint clerk and/or radio dispatcher; or

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

Nature of work

This is specialized 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 operate a radio transmitter/receiver to dispatch and coordinate the response of police/fire personnel relative to complaints, emergencies, and other requests for police, fire, and related law enforcement assistance. Work involves receiving and evaluating all incoming complaints or requests for police, ambulance, and rescue services, and relaying messages and information to and among law enforcement personnel and the general public. Work is performed independently in accordance with established policies, practices, and procedures and is reviewed through conferences and submission of reports. Work may involve leading the work and/or training lower level dispatchers.

Illustrative Examples of Work

Transmits and receives radio messages in a communication control center to and from the field. Dispatches law enforcement personnel in response to complaints, reports of crimes, disturbances, accidents, emergencies, and other requests for assistance. Follows up on transmitted messages to ensure receipt and understanding. Coordinates response of other elements of the department and clears channels for direct broadcast between field units as necessary. Maintains an accurate record of the status of all law enforcement personnel in the field, including motor patrol deployment and disposition. Screens and classifies telephone complaints from the public, elicits and summarizes necessary facts and classifies and codes criminal offenses. Communicates with ambulance, fire and civil defense agencies when required. Provides assistance and information to the general public regarding police operations, fire and emergency medical services and other emergency assistance. Operates civil defense command radio system and initiates civil defense procedures and notification plans. Operates radio transmitter/receiver, PBX switchboard and other common office equipment. Receives case data from reporting law enforcement personnel and enters same into various computerized files via teleprocessing terminals. Prepares event cards and daily bulletin reports; maintains various police logs, bulletins and records. Maintains complete radio logs on all messages received and transmitted; compiles and types detailed reports on activities during the shift worked. May lead the work of others and assist in training lower level dispatchers. 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, and procedures of communication operations. Knowledge of the organization of various government agencies of the Government of Guam. Knowledge of the geography of Guam. Knowledge of 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 type with speed and accuracy. Ability to establish effective working relationships with others. Skill in the operation of a law enforcement department's communication equipment.

LAW ENFORCEMENT DISPATCHER II DEPARTMENTAL COMPETITIVE EXAMINATION

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.

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: DOAJOB@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.