



EDWARD M. BIRN
Director (Direktot)

ELIZABETH T. FISHER
Deputy Director (Sigundo Direktot)

DEPARTMENT OF ADMINISTRATION

DIPATTAMENTON ATMENESTRASION
HUMAN RESOURCES DIVISION

(Dibision Inadilanto yan Guinaha Para Taotao)

Telephone (Telifon): (671) 475-1128/1141 • Fax (Faks): (671) 477-3671



LOURDES A. LEON GUERRERO
Governor (Maga'hága)

JOSHUA F. TENORIO
Lt. Governor (Sigundo Maga'láhi)

OPEN COMPETITIVE EXAMINATION

To establish a list for the position of **LAW ENFORCEMENT DISPATCHER I**

Announcement Number: DOA29-24

Open: November 09, 2023 Close: November 24, 2023

GENERAL PAY PLAN (GPP)

OPEN: G-1; \$30,169 P/A - G-10; \$41,417 P/A

PROMOTION: G-1; \$30,169 P/A - G-18; \$53,174 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

Open to all government of Guam employees and the public.

Qualification Requirements

One (1) year of clerical and computer typing experience involving public contact work and graduation from high school or possession of a G.E.D; or

One (1) year of telephone operator or radio dispatching experience and graduation from high school or possession of a G.E.D

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 receive and transmit messages by telephone or radio transmitter/receiver. Work involves receiving and evaluating all incoming complaints or request for police, ambulance, and rescue services, and relaying messages and information to and among law enforcement personnel and the general public. Work is performed under close supervision but with continued experience and proven ability, may perform responsible and difficult duties independently on assigned tasks. Work is reviewed through conferences and submission of reports for compliance with policies, practices, and procedures.

Illustrative Examples of Work

Receives telephone complaints and other requests for assistance from the public; elicits and summarizes necessary facts; determines preliminary classification of offense and forwards pertinent information to higher level dispatchers. Provides operator relief to higher level dispatchers, under supervision; dispatches uniformed personnel in response to complaints, reports of crimes, disturbances, accidents, emergencies and other requests for assistance. Provides assistance and information among law enforcement personnel and the general public regarding police operations, fires, emergency medical services, and other emergency assistance. Receives case data from reporting uniformed personnel and enters same into various computerized files via teleprocessing terminals. Operates PBX switchboard and other common office equipment. Maintains and updates logs for emergency assistance of abandoned and towed vehicles, missing and wanted persons, and other miscellaneous police/fire bulletins and records. Prepares event cards and daily bulletin reports. Maintains complete radio and telephone logs on all messages received and transmitted; compiles and types detailed reports on activities during the shift worked. Performs related work as required.

Knowledge, Abilities & Skills

Ability to learn and apply police, fire, emergency medical services and other law enforcement radio dispatching operating procedures. Ability to learn and apply rules, regulations, policies, practices, and procedures of communication operations. Ability to learn the geography of Guam and to read maps. Ability to learn and apply the pertinent laws of the Territory of Guam and applicable federal laws relating communication operations. Ability to learn and apply crime, fire, and other emergency medical services classification and coding methods. Knowledge of modern office practices, procedures and equipment. Ability to operate multi-line telephones, radio transmitter/receiver equipment, and computers. 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 establish effective working relationships with others. Ability to perform multiple tasks while simultaneously using a computer. Ability to work rotating shifts and holidays. Ability to maintain and safeguard confidential information and documents.

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 475-1141/1128.**

LAW ENFORCEMENT DISPATCHER I 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. In addition, persons who have applied for, or are seeking reemployment/reappointment in the government and previously had a non-negative drug test result must meet certain conditions to be re-drug tested for employment. For more information, see **DOA Circular 2023-014** located under the heading, "DOA HR Circulars", on the Resources page of the following website: www.hr.doa.guam.gov/resources.

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.**

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.