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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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## OPEN COMPETITIVE EXAMINATION

### To establish a list for the position of **9-1-1 EMERGENCY MEDICAL DISPATCHER** Announcement Number: **DOA48-24**

Open: December 05, 2023 Close: December 19, 2023

#### GENERAL PAY PLAN (GPP)

OPEN: I-01: \$34,886 P/A – I -10; \$47,891 P/A  
PROMOTION: I -01; \$34,886 P/A – I -18; \$61,487 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

Graduation from high school or possession of a G.E.D.

#### Other Necessary Special Qualifications

Must successfully complete two nationally recognized training courses—the Basic Telecommunicator and the Basic Emergency Medical Dispatcher, and be certified and maintain certification as a Guam Emergency Medical Dispatcher within 12 months of hire as conditions for continued employment. May be required to take and pass a pre-employment psychological 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 Testing Branch at (671)475-1271/ (671)475-1248 / (671)475-1132; or email [roseanne.fejeran@doa.guam.gov](mailto:roseanne.fejeran@doa.guam.gov).**

#### Testing Requirements:

Candidates who have satisfied meeting the Qualification Requirements and Other Necessary Special Qualifications listed above, will have to pass the Department of Administration's 9-11 Emergency Medical Dispatcher (**911 EMD**) Examination consisting of a Written Test and a Typing Test. Applicants will be rated and ranked according to the qualification requirements and test results.

Applicants will qualify for testing after having met all the Qualification Requirements and Other Necessary Qualification Requirements stated above. Applicants who are qualified for testing will be notified of the respective test, date, time, and location by mail.

#### Nature of work

This is complex work in receiving, prioritizing, and dispatching emergency response units for the Guam Fire Department, and directing additional emergency calls to the Guam Police Department and other related emergency response departments and agencies. Employees in this class answer calls for emergency medical services. The work involves receiving, evaluating, and prioritizing calls for emergency services and alerting appropriate response departments and agencies. Employees react to all calls received over the 9-1-1 system, or other means, and gather appropriate information to allow for the timely response of emergency units.

#### Illustrative Examples of Work:

Responds to clients and telephone callers by following prescribed protocols and referring them to appropriate agency/agencies as necessary. Listens to, interacts and verifies caller information given over the telephone while simultaneously typing all pertinent information on a computer keyboard as part of dispatching appropriate personnel. Types names, addresses and other pertinent information on a computer keyboard while simultaneously listening and interacting with callers giving information over the telephone in order to document the conversation. Dispatches Emergency Medical Services (EMS), Fire, Police, and other emergency personnel and equipment as required by utilizing the interactive emergency communications system in order to effectuate an immediate emergency response. Relays vital information to Emergency Medical Services (EMS),

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## 9-1-1 EMERGENCY MEDICAL DISPATCHER DOA74-22 OPEN COMPETITIVE EXAMINATION

Fire, Police, and other emergency personnel by utilizing the interactive emergency communications system, in order to ensure that the responding agency/agencies are directed to the accurate location of the incident. Provides pre-arrival instructions to callers as prescribed by protocol through the use of Computer Aided Dispatch (C.A.D.) software in order to effectuate an immediate emergency response. Guides callers through crisis situations by following appropriate interview procedures and protocols as established in order to obtain pertinent and accurate information. Prioritizes responses to multiple callers requesting for EMS, Fire, Police, and other emergency services according to established procedures and protocols in order to minimize "red lights and siren" responses. Maintains all assigned Emergency 911 Section equipment and work areas such as computers, radios, workstations, and hallways through proper handling and by cleaning surfaces in order to help ensure such equipment is working properly. Operates a Telecommunications Device for the Deaf (TDD) by reading and typing pertinent information in order to properly communicate with the hearing and speech impaired. Prepares and submits letters, memorandums, reports, and other documents for review by the supervisor. Files official daily logs, printouts and other documents as required by management. Performs related duties as required.

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

Ability to learn and apply radio and telephone dispatching procedures for fire, ambulance, and police emergency responses. Ability to learn and apply basic telecommunicator techniques as set forth by the National Academy of Emergency Medical Dispatcher (NAEMD) and the Association of Public Safety Communications Officials (APCO). Ability to learn and apply various computer software applications such as word processing, spreadsheet, database and computer aided dispatch (C.A.D.) software. Ability to learn Guam's geographical locations: major routes, village names, street names, businesses, and familiar landmarks. Ability to communicate effectively. Ability to operate Emergency 911 related telecommunication equipment such as tape-recording devices and Telecommunications Devices for the Deaf (TDD). Ability to type caller information accurately using a computer keyboard, monitor, mouse, and other specialized equipment as required. Ability to perform multiple tasks and to handle emotional stress in a public safety and emergency medical services environment. Ability to keep track of multiple calls in terms of priority and order of calls. Ability to remain calm and make appropriate and rational decisions, and to follow protocol under stressful conditions. Ability to work with others as a team in a public safety and emergency medical services environment. Ability to maintain and safeguard confidential information and documents. Willingness to work rotating shifts, holidays, weekends, during natural disasters, and on an on-call basis. Willingness to work prolonged periods in a sitting position.

### **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.

### **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**

Passage of the Department of Administration's 9-1-1 Emergency Medical Dispatcher Examination (consists of a Written Test and a Typing Test). Applicants will be rated and ranked according to the qualification requirements and exam results. Applicants who are qualified for the exam will be notified of the exam, date, time, and location by mail.

### **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.

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**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](http://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 2<sup>nd</sup> floor, ITC building, Tamuning, between the hours of 9:00 a.m. – 4:00 p.m., Monday through Friday, except Holidays. **Individuals with disabilities who require special accommodations should contact this office prior to any scheduled examinations or interviews. APPLICATIONS MAY BE SUBMITTED ELECTRONICALLY BY VISITING OUR WEBSITE [WWW.HR.DOA.GUAM.GOV](http://WWW.HR.DOA.GUAM.GOV) AND CLICK ON THE EMPLOYMENT TAB AND LOCATE THE 9-1-1 EMERGENCY MEDICAL DISPATCHER AND CLICK ON THE [SUBMIT APPLICATION](#) LINK ASSOCIATED WITH THE 9-1-1 EMERGENCY MEDICAL DISPATCHER POSITION LISTED.**

**For More Information**

Call or visit us at the Department of Administration, Human Resources Division, Testing Branch at (671)475-1248/ (671)475-1132. In addition, job announcements and employment application forms are accessible to download at Department of Administration's website at [www.hr.doa.guam.gov/employment](http://www.hr.doa.guam.gov/employment). For further information, you may email [roseanne.fejeran@doa.guam.gov](mailto:roseanne.fejeran@doa.guam.gov).



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HUMAN RESOURCES DIVISION