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# DEPARTMENT OF ADMINISTRATION

DIPATTAMENTON ATMENESTRASION

HUMAN RESOURCES DIVISION  
(Dibision Inadilanto yan Guinaha Para Taotao)  
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## OPEN COMPETITIVE EXAMINATION

### To establish a list for the position of **CUSTOMER SERVICE SUPERVISOR**

Announcement Number: DOA103-24

Open: March 08, 2024 - Continuous

#### GENERAL PAY PLAN (GPP)

OPEN: J-01; \$37,913 P/A – J-10; \$52,047 P/A

PROMOTION: J-01; \$37,913 P/A – J-18; \$66,821 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

One (1) year of clerical experience involving public contact work and arithmetic computations and one (1) year of experience as a customer service representative or related work:

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

#### Nature of work

This is a complex supervisory work in providing assistance and responding to customer inquiries and requests for department and agency services.

#### Illustrative Examples of Work

Supervises and conducts investigations on customer complaints concerning inquiries and requests that are complex in nature; and makes the appropriate adjustments as necessary. Supervises the processing of inquiries and requests for services. Responds to inquiries regarding the types of services and their availability and answers questions on other related matters. Supervises the maintenance of records and preparation of reports. Formulates working procedures and other appropriate guidelines. Performs other related duties as required.

#### Knowledge, Abilities & Skills

Knowledge of office practices and procedures. Ability to learn, interpret and apply department or agency policies and procedures. Ability to supervise the work of others. Ability to tactfully handle irate customers and maintain self-control. Ability to make decisions in accordance with appropriate program guidelines. Ability to perform arithmetic computations. Ability to communicate effectively, orally and in writing. Ability to work effectively with the public and employees. 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 475-1141/1128.**

#### 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.

## CUSTOMER SERVICE SUPERVISOR OPEN COMPETITIVE EXAMINATION

### 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](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. **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: [DOA.JOBS@DOA.GUAM.GOV](mailto:DOA.JOBS@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 [doa.jobs@doa.guam.gov](mailto:doa.jobs@doa.guam.gov).

  
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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.