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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 **QUALITY CONTROL SUPERVISOR**

Announcement Number: DOA63-25

Open: January 03, 2025 – Close: January 24, 2025

#### GENERAL PAY PLAN (GPP)

OPEN: M-01; \$49,731 P/A –M-10; \$68,269 P/A

PROMOTION: M-01; \$49,731 P/A –M-18; \$87,650 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

Two (2) years of experience as a Quality Control Reviewer II or three (3) years of specialized experience as an Eligibility Supervisor or equivalent work and graduation from a recognized college or university with a Bachelor's degree in social or behavioral sciences; or

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

#### Necessary Special Qualifications

Possession of a valid driver's license.

#### Nature of work

This is a complex technical and supervisory work involved in reviews conducted by quality control reviewers who are assigned to assess and validate eligibility and level of benefits to recipients receiving Food Stamps, Aid to Families with Dependent Children, Adult and/or Medicaid Assistance. Employees in this class supervise and perform the full range of complex technical duties in the specialized areas of the profession.

#### Illustrative Examples of Work:

Assigns randomly selected active and negative Public Assistance, Medicaid and Food Stamp cases for quality control reviews and maintains an effective monitoring and tracking system to ensure that assigned cases are completed according to required Federal time frames. Conducts supervisory reviews on cases submitted by the quality control reviewers for cases analyzed, and checks on the authenticity of verifications; checks the adequacy of documentation of the field investigation reports; checks the accuracy of computation of benefit levels and basis of issuances and that policies and procedures are applied according to Federal and Local requirements. Edits and reviews accuracy and completeness of the codes and the statistical data of the Integrated Review Schedules and prepares National Integrated Quality Control Systems, Monthly Status Report, Review Status Report and Data File Status Reports. Coordinates and consults with Region IX staff thru correspondence, long distance phone calls and thru the FAX machines, to resolve Federal re-review disagreements, requests for policy clarifications and program updates. Meets with program counterparts to resolve individual quality control review disagreements for corrective action. Prepares the quarterly corrective action plan for quality control error cases identified thru the Federal re-reviews. Perform related duties as required.

#### Knowledge, Abilities & Skills

Knowledge of policies and procedures in the application of Federal and Local Rules and Regulations in the Medicaid, Public Assistance and Food Stamp Programs. Knowledge of the principles and methods of interviewing and investigations. Ability to plan, assign and supervise the work of others. Ability to provide technical assistance and instructions on the procedures and techniques to be used by subordinates in the Quality Control review process. Ability to make decisions in accordance with appropriate program guidelines. Ability to work effectively with the public and employees. Ability to communicate effectively, orally and in writing. Ability to maintain an effective monitoring and tracking system on assignments. Skills in the operation of computers for the National Integrated Quality Control System reports. Skills in safe operation of motor vehicle.

#### 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 a 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 475-1128/1132/1141.

**QUALITY CONTROL SUPERVISOR  
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](http://www.hr.doa.guam.gov/resources).

**Police & Court Clearances Requirements**

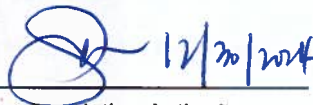
If selected for this position, your selection will be **conditional** pending submission of a recent police and court clearance, and taking and passing a drug test (see Drug Screening section of the announcement). The hiring department will mail a letter to you explaining these requirements. You will 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 8:00 a.m. – 5:00 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 EMPLOYMENT APPLICATIONS 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).



Appointing Authority

**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.**