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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'hôga)
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OPEN COMPETITIVE EXAMINATION

To establish a list for the position of **ELIGIBILITY SPECIALIST SUPERVISOR** Announcement Number: DOA232-25

Open: July 03, 2025 - Close: July 25, 2025

GENERAL PAY PLAN (GPP)
OPEN: K-01; \$41,372 P/A –K-10; \$56,795 P/A
PROMOTION: K-01; \$41,372 P/A –K-18; \$72,918 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

Four (4) years of specialized experience as an Eligibility Specialist II or equivalent work; or

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

Necessary Special Qualification

Possession of a valid motor vehicle operator's license.

Nature of work

This is complex technical and supervisory social service work involving the determination of eligibility for the Bureau of Economic Security, Department of Public Health and Social Services. Employees in this class supervise and perform a full range of complex technical duties in specialized areas of the position profession.

Illustrative Examples of Work

Provides technical guidance to subordinates in the implementation of food stamp and public assistance programs. Evaluates the work performance of subordinates through supervisory case reviews; reviews claim reports and quality control review findings to ensure proper application of program regulations and policies are within prescribed time frames; identifies and implements corrective action to improve work performance; conducts staff meetings to clarify policies and resolve deficient areas; provides case supervision to subordinates. Reviews and monitors referral responses to the Department of Labor, Immigration and Naturalization Service (INS), Program Compliance Unit, Investigation and Recovery Offices, Office of Vocational Rehabilitation, and other program linkages to ensure appropriateness, accuracy and timeliness. Utilizes cathode ray tubes (CRT) and computer listings to review case actions, correct Eligibility Specialist Processing errors, and ensure all monthly actions have been processed. Conducts outreach and public education activities to educate recipients and the public on program requirements, and client rights and responsibilities. Entertains clients to answer inquires or resolve concerns or grievances; conducts agency conferences and assists in fair hearings for clients appealing adverse case actions. Provides on-the-job training for subordinates involving application processing, program regulations and policies, office procedures, interviewing, use of forms, and utilization of cathode ray tubes. Attends supervisory and quality control meetings to discuss problem areas, and recommend and/or implement corrective action to improve program operations and decrease program error rates. Prepares monthly work production reports and statistical information on public education activities. Performs related duties as required.

Knowledge, Abilities & Skills

Knowledge of federal and local policies and procedures concerning public assistance programs. Knowledge of the principles, methods, and practices of eligibility determination. Ability to plan, direct and supervise the work of others. Ability to analyze and interpret federal and local policies and procedures. Ability to evaluate program effectiveness and recommend changes in techniques, procedures and policies to enhance effectiveness. Ability to communicate effectively, orally and in writing. Ability to make arithmetic computation. Ability to maintain records and prepare monthly production reports. Skill in the safe operation of a 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 475-1141/1128/1132.

ELIGIBILITY SPECIALIST SUPERVISOR
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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

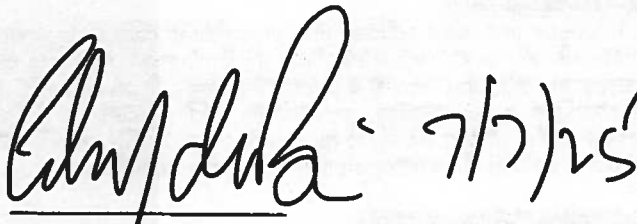
If selected for this position, your selection will be conditional pending submission of a recent police and court clearance, and taking and passing a drug test (see Drug Screening section of the announcement). The hiring department will mail a letter to you explaining these requirements. You will have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

For More Information

Call or visit us at the Department of Administration, Human Resources Division at (671)475-1141/1128/1123. 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 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.