



EDWARD M. BIRN
Director (Direktot)

RENA K. BORJA
Deputy Director (Sigundo Direktot)

DEPARTMENT OF ADMINISTRATION

DIPATTAMENTON ATMENESTRASION

HUMAN RESOURCES DIVISION
(Dibision Inadilanto yan Guinaha Para Taotao)

Telephone (Telifon): (671) 475-1288/1103 • 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 CUSTOMER SERVICE REPRESENTATIVE

Announcement Number: DOA28-26

Open: March 27, 2026 – Close: April 16, 2026

GENERAL PAY PLAN (GPP)

OPEN: H-01; \$32,355 P/A – H-10; \$44,417 P/A
PROMOTION: H-01; \$32,355 P/A – H-20; \$57,026 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 inquiries 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 experience involving public contact work and arithmetic computations; or

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

Nature of work

This is complex public contact work in providing assistance and responding to customer inquiries and request for department or agency services.

Illustrative Examples of Work

Accepts applications after ensuring applicants fully understand the policies and procedures for services desired; provides information of availability of other types of services. Answers inquiries and resolves complaints; makes applicable adjustments to records and files after securing valid data through investigation, research, or other acceptable means. Assembles information; checks forms, records and applications for accuracy, completion, and conformance with requirements. Prepares daily, weekly, or monthly reports of work activities; maintains pertinent logs. May assist in establishing and maintaining department or agency records and other related files. May assist in the preparation of service orders. Performs related duties as required.

Knowledge, Abilities & Skills

Ability to learn, interpret and apply department or agency policies and procedures. Ability to make decisions in accordance with established policies and other regulations. Ability to perform arithmetic computations. Ability to tactfully handle irate customers and maintain self-control. Ability to communicate effectively. 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 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 475-1141/1128/1274.**

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.

CUSTOMER SERVICE REPRESENTATIVE OPEN COMPETITIVE EXAMINATION

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 send a written notification to you explaining these requirements. You will have ten (10) calendar days from the date of your written notification to submit police and court clearances that are no older than one (1) month from the date of your written notification. The cost of the clearances is your responsibility. 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 APPLICATION(S) TO: DOAJOBS@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. For further information, you may email doajobs@doa.guam.gov.


Director of Administration

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.