

GUAM POWER AUTHORITY JOB ANNOUNCEMENT

OPEN Announcement for the following position to establish a list

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|--|---|----------------|----------------------|----------------------|----------|----------|---|
| Position Title: (01.117) Customer Service Representative | Announcement Number: 2019-016 | | | | | | |
| Grade: G <table style="margin-left: auto; margin-right: auto; border: none;"> <tr> <td style="text-align: center; padding: 0 10px;"><u>MINIMUM</u></td> <td style="text-align: center; padding: 0 10px;"><u>MAXIMUM</u></td> </tr> <tr> <td style="text-align: center; padding: 0 10px;">Step 04 / Sub-Step C</td> <td style="text-align: center; padding: 0 10px;">Step 05 / Sub-Step C</td> </tr> <tr> <td style="text-align: center; padding: 0 10px;">\$34,669</td> <td style="text-align: center; padding: 0 10px;">\$36,076</td> </tr> </table> | <u>MINIMUM</u> | <u>MAXIMUM</u> | Step 04 / Sub-Step C | Step 05 / Sub-Step C | \$34,669 | \$36,076 | Opening Date: <p style="text-align: center;">05/28/19</p> |
| <u>MINIMUM</u> | <u>MAXIMUM</u> | | | | | | |
| Step 04 / Sub-Step C | Step 05 / Sub-Step C | | | | | | |
| \$34,669 | \$36,076 | | | | | | |
| Promotion:* * Salaries beyond the maximum range will be allocated in accordance with promotional guidelines. | | | | | | | |
| Department/Division: Administration/Customer Service | Closing Date: <p style="text-align: center;">06/10/19</p> | | | | | | |

MINIMUM EXPERIENCE AND TRAINING:

- A) One (1) year of clerical experience involving public contact work and arithmetic computations; or
- B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

NATURE OF WORK IN THIS CLASS:

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

MINIMUM KNOWLEDGE, ABILITIES AND 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.

~HIGH SCHOOL DIPLOMA/ Skills Assessment Certificate – Pursuant to Public Law 26-87 (effective May 17, 2002) and as amended by P.L. 31-254 – Applicant must possess a high school diploma or a successful completion of a General Educational Development (GED) Test, or any equivalent of a general education high school program, or a successful completion of a certification program, from a recognized accredited or certified technical institution, in a specialized field required for the job. For entry level positions a formal nationally recognized foundational skills assessment shall be required for consideration for employment.

~PROHIBITION: Pursuant to P.L. No. 28-98, “No person convicted of a sex offense under the provisions 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”.

EVALUATION METHOD:

A written test maybe required. When a written test is not required, applicants will be rated on a scale between 70.00 and 100 percent on the basis of their training, education and experience in relation to the minimum requirements of the positions.

INTERVIEWING PROCEDURE/INTERVIEW CONTACT:

Applicants will receive a **Notification of Certification and Interview Schedule**, Form #HR-NOC-01 via Post Mark air mail to their last known address who are Certified for interview from the Eligibility List. All applicants **must** contact the Human Resources Division to confirm their scheduled date and time of interview. For rescheduling of interview applicants **must** contact the Human Resources Division (2) days prior to date of scheduled interview.

Applicants who are interested to be interviewed while **off-island** (regardless of the duration of stay) **must** inform the Human Resources Division in writing of their temporary mailing address and/or telephone number where they may be contacted should there be a scheduled interview.

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. **Individuals with disabilities who require special accommodations should contact this office prior to any scheduled examinations or interviews.** In accordance with Personnel Rules and Regulations Section 4.A.3.11, the General Manager, at his discretion, may schedule a selection interview immediately after the establishment of an eligibility list for the position. Applicants who are pending submission of supporting documents at the time the selection interview is scheduled will not be considered for certification purposes.

DISABILITY PREFERENCE:

Applicants wishing to claim Disability Preference should submit a Government of Guam Disability Certification form, certified by the Director of Public Health & Social Services.

VETERANS PREFERENCE:

Applicants claiming veterans preference are required to provide a copy of their DD-214 (Military discharge form, Member 4 copy). Those claiming Compensable Disability are required to provide a copy of a letter from the Veterans Administration.

EDUCATION:

Applicants claiming degrees or credit hours are required to submit official or verified copies of transcripts or high school diploma or GED certification.

HOW AND WHERE TO APPLY:

Interested applicants may call or visit the Human Resources Division at the Gloria B. Nelson Public Service Building at Route 15 Fadian, Mangilao, (671) 648-3130 between 8:00 a.m. and 5:00 p.m., Monday to Friday, excluding holidays, for additional information and to receive an application for employment-Form A. You may also visit www.guampowerauthority.com. You may submit your application in person, through facsimile (671) 648-3160, or e-mail to sperez1@gpagwa.com, Attn: Sandra D. Perez, Personnel Services Administrator or jpaguigui@gpagwa.com, Attn: Jon-Rey P. Aguigui, Personnel Specialist IV. *NOTE: All applications **MUST** be received by the Human Resources office during regular business hours on or before the closing date of the job announcement irrespective of the form of transmission.

DRUG TESTING:

As approved by Board of Directors effective May 30, 1995, **All applicants tentatively selected for this position will be required to submit to urinalysis to screen for illegal drug use prior to appointment.**

IMPORTANT INFORMATION:

Public Law 99-603 (8 USC Section 1324A) requires the Government of Guam to verify the identity and work eligibility to all newly hired employees. All new employees shall be required to provide proof of identity and work eligibility to work in the United States. The Government of Guam is required to comply with this law on a non-discriminatory basis.

If you are hired to fill a position in the Government of Guam, you will be required to present valid documents that will establish your identity and work eligibility.

FOR FURTHER INFORMATION:

Call us at **648-3130** or visit our office.

APPROVED BY:


JOHN M. BENAVENTE, P.E.
GENERAL MANAGER

“The Guam Power Authority is an Equal Opportunity Employer”