



GHURA

Guam Housing and Urban Renewal Authority
Aturidat Ginima' Yan Rinueban Siudad Guahan
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JOB ANNOUNCEMENT

**OPEN AND PROMOTIONAL COMPETITIVE
TO ESTABLISH A LIST FOR THE POSITION OF
(SUBJECT TO AVAILABILITY OF FUNDS)**

TITLE: CUSTOMER SERVICE REPRESENTATIVE (0.181) (Classified Limited-Term*)	Announcement No.: 001-25
SALARY: Pay Grade "HG5" Open: Step (Substep) 1(A) - 10(A) \$30,357 - \$51,288 Per Annum Promotional: Step (Substep) 1(A) - 20(A) \$30,357 - \$91,848 Per Annum (100% Federally Funded)	Opening Date: October 23, 2024 Closing Date: November 8, 2024
DIVISION: SECTION 8	

***PURSUANT TO Guam Public Law 28-187 (codified as Title 4 GCA §4103(g)):** "A person may be employed in the classified service contingent upon the availability of a grant, federal program or federal funds. An appointment in the classified service may be commensurate with the duration of a grant, federal grant, federal program or federal funds including renewals and extensions thereof."

NATURE OF WORK IN THIS CLASS:

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

****SELECTIVE FACTOR****

Current enrollment in final year as an apprentice or an apprentice graduate under the Office Manager/Administrative Services Occupation, or closely related occupation.

MINIMUM EXPERIENCE AND TRAINING:

(A) One 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.

PLUS pursuant to Title 4 GCA §4101(c): "All new employment in the service of the government of Guam shall have, as a reasonable measure of job performance, the minimum requirement of a high school diploma or a successful completion of a General Education Development (GED) test or any equivalent of a general education high school program, apprenticeship program or successful completion of certification program, from a recognized, accredited or certified vocational technical institution, in a specialized field required for the job."

PURSUANT TO Title 4 GCA §4203.3(a): "No person convicted of a sex offense under the provisions of Chapter 25 of Title 9 Guam Code Annotated, 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."

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

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.

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.



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Ability to communicate effectively.

Ability to maintain records and prepare reports.

EXAMINATION REQUIREMENTS

A written test is not required. When a written test is not required, applicants will be evaluated on a scale between 70.000 to 100.000 percent of their training, education and experience in relation to the minimum requirements of the position.

SECTION 3 PREFERENCE

Applicants who are recipients of the Section 3 covered assistance, and who are low income and very low income, shall be given preference credit to jobs within the Authority for which they have applied and are qualified. Such preference shall be applicable only in selection for initial employment (does not apply to subsequent applications for employment in the government after separation).

VETERANS PREFERENCE

Applicants claiming veterans preference credit are required to provide a copy of their DD Form 214 (**Certificate of Release or Discharge from Active Duty**). Those claiming Compensable Disability are required to provide a copy of a letter from the U.S. Department of Veterans Affairs, which specifically states your entitlement to civil service preference for a service-connected disability.

DISABILITY PREFERENCE

Applicants wishing to claim Disability Preference should submit a Government of Guam Disability Certification Form certified by the Director of the Department of Public Health & Social Services (does not apply to subsequent applications for employment in the government after separation).

EDUCATION and CERTIFICATION

Applicants claiming educational degrees or credit hours are required to submit original official or verified copies of university/college transcripts, high school diploma, GED certificate, or apprenticeship program certification. Transcripts from university/college institutions outside of the U.S. must be accompanied by a comprehensive course-by-course evaluation of foreign educational credentials by a National Association of Credential Evaluation Services (NACES) member organization.

INTERVIEWING PROCEDURE

A panel of interviewers designated by the Executive Director will conduct a personal interview.

Applicants will receive a "Notification of Certification/Interview Schedule" via postmark 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.

Applicants who are interested to be interviewed while off-island (**regardless of 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 scheduled by the appointing authority, or his designee, for all eligibles referred via certification. Individuals with disabilities who require special accommodations should contact the Human Resources Division prior to any scheduled examinations or interviews.

DRUG SCREENING TEST

Pursuant to GHURA's Drug Free Work Place Policy, as adopted by the Board of Commissioners on August 16, 1995: **"ALL APPLICANTS TENTATIVELY SELECTED FOR THIS POSITION WILL BE REQUIRED TO SUBMIT TO URINALYSIS TO SCREEN FOR ILLEGAL DRUG USE PRIOR TO APPOINTMENT."**

PRE-ENTRY MEDICAL PHYSICAL EXAMINATION

If you are selected for this position, a pre-entry medical physical examination shall be required prior to initial appointment to the position to determine fitness for employment. The pre-entry medical physical examination is at the applicant's expense.

HOW AND WHERE TO APPLY

The Government of Guam – Employment Application-Form A can be downloaded from the GHURA website at www.ghura.org. All interested applicants must complete a "Government of Guam – Employment Application-Form A", and submit to the Human Resources Division **on or before 5:00 p.m., FRIDAY, NOVEMBER 8, 2024**. NOTE: Due to the Governor's Executive Order 2021-04 and DPHSS Guidance Memorandum 2021-06, please call 475-1419, or email kbersamin@ghura.org / congklungel@ghura.org to pre-arrange a specific time during normal business hours to drop off your application on or before the closing date.

FAIR CHANCES HIRING PROCESS ACT (FCHPA)

This is a covered position. For covered positions, pursuant to Guam Public Law 34-22, we will not ask for criminal history information until a conditional job offer is given. If you choose to submit these documents or answer criminal history questions at the time of application, you do so voluntarily.

IMPORTANT INFORMATION

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

FOR MORE INFORMATION

Contact telephone number 300-8432 or 475-1419, or visit the Human Resources Division at the GHURA Main Office, 117 Bien Venida Avenue, Sinajana, Guam.


FERNANDO B. ESTEVES
Executive Director (Acting)