



GUAM WATERWORKS AUTHORITY
ATURIDÁT KINALAMTEN HANOM GUÁHAN
PERSONNEL SERVICES DIVISION

Gloria B. Nelson Public Service Building | 688 Route 15 Mangilao, Guam 96913
P.O. Box 3010 Hagåtña, Guam 96932

JOB ANNOUNCEMENT (OPEN)

TO ESTABLISH A LIST FOR THE POSITION OF:

POSITION TITLE				ANNOUNCEMENT NUMBER	
UTILITY CUSTOMER CARE REPRESENTATIVE I				24-021	
SALARY				APPLICATIONS WILL BE ACCEPTED FOR THE PERIOD:	
MINIMUM:	G5-A	\$17.00	PER HOUR	DATE OPEN:	APRIL 11, 2024
		\$35,366.00	PER ANNUM		
MAXIMUM:	G6-A	\$17.69	PER HOUR	DATE CLOSED:	MAY 02, 2024
		\$36,802.00	PER ANNUM		

WHO CAN APPLY:

Open to all government of Guam employees and the general public.

HOW AND WHERE TO APPLY:

Submit GWA Employment Applications to the GWA Personnel Services Division – Human Resources Office, #205 (2nd Floor) in the Gloria B. Nelson Public Service Building between 8:00 am - 5:00 pm, Monday through Friday. Applicants are encouraged to submit electronically to hrjobs@guamwaterworks.org. **All applications received via electronic mail or fax, must be submitted by 11:59 pm (Guam time) on the closing date of the job announcement.** For more information, call the Human Resources Office at (671)300-6076/6852/6899 or visit our website at www.guamwaterworks.org.

MINIMUM EXPERIENCE AND TRAINING:

- A) One (1) year of customer service experience involving public contact work, administrative and clerical experience, and graduation from high school or equivalent; 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 routine utility customer service work. Under direct supervision, employees in this class perform routine customer service duties involving the processing of utility services and providing billing information for the Guam Power Authority or Guam Waterworks Authority.

LICENSES, CERTIFICATES, AND SPECIAL REQUIREMENTS:

Possession of a valid driver's license.

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.)

Directly interact with customers through various communication modes to receive, respond and process all classes of electric, water and sewer service applications for routine customer inquiries, new installations, service terminations, reconnections, account changes, general billing inquiries and disputes, payment plans, and utility infrastructure services. Reviews applications, determines eligibility and calculates initial deposits required; Establish and maintain customer records in Customer Information System (CIS) and manual file; Process and update account changes by data entry, to include billing information and service address changes. Uses utility services rules, ordinances, policies and rate schedules to explain service fees, rates, and procedures to customers. Assist with customer inquiries and complaints; may determine appropriate action within established guidelines. Prepares daily, weekly, or monthly reports related to utility activities; maintains pertinent logs; Assist in compiling data for customer reconciliation reports and special reports. Generates work orders and service calls for utility-related activities for all classes of services. Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of modern office practices and procedures. Knowledge of business data processing principles and the use of basic computer software and hardware. Ability to learn, interpret and apply utility codes, regulations, policies, and procedures related to utility services. Ability to navigate Customer Information System (CIS) and computerized programs to complete customer-related tasks. Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor. Ability to maintain the confidentiality of a wide range of sensitive account and/or customer information.

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Ability to communicate effectively orally and in writing. Ability to perform arithmetic computations, statistical techniques and prepare graphs. Ability to work effectively with the public and employees. Ability to maintain records and prepare reports.

PROHIBITION:

Pursuant to Public Law 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".

WORK ELIGIBILITY:

Public Law 99-603 (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 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.

DOCUMENTATION REQUIREMENTS:

Applicants claiming educational accomplishments are required to submit official or verified copies of transcripts or diplomas. The diploma, degree, or credits required must come from an educational institution that is accredited or recognized by either its government or a government-recognized accrediting agency.

EDUCATION:

Pursuant to Public Law 29-113, Section 3 Subsection (c) of §4101, Article 1, Chapter 4 of Title 4, Guam Code Annotated, is hereby repealed and reenacted to read: "(c) All new employment in the service of the government of Guam *shall* have, as a reasonable measure of job performance, minimum requirement of high school diploma or a successful completion of General Education Development (GED) test or any equivalent education high school program, apprenticeship program or successful completion of a certification program, from a recognized, accredited or certified vocational-technical institution, in the specialized field required for the job." Applicants claiming degrees or credit hours are required to provide a copy of their college transcript. All new employees (meaning not a current government of Guam employee, to include re-employment/re-appointment eligibles), shall be required to have a high school diploma or equivalent as allowed by Public Law 29-113 when applying for a position.

DRUG SCREENING:

Applicants conditionally selected for this position shall undergo and pass a urinary screen for illicit/illegal drugs pursuant to GWA's Drug and Alcohol-Free Workplace Policy (DAFWP) prior to receiving a Final Offer of Employment. Applicants who violate the requirements of the DAFWP or refuse to take the mandatory drug test will be disqualified and any offer of employment will be rescinded.

EMPLOYMENT MEDICAL EXAMINATION:

All applicants accepting employment must undergo a medical examination and be declared by the physician as capable of performing the essential duties of the position being hired for.

PREFERENCE POINTS:

Applicants claiming veteran's preference are required to provide a copy of their DD-214, Member 4 Form. Applicant's claiming a disabled veterans are required to provide a copy of a letter from the U.S. Veterans Administration.

ELIGIBLE RATING:

After receiving an eligible rating, your chances for an interview depend on (1) the number of available vacancies; (2) whether your rating score is high enough to be certified (see CERTIFICATION FOR INTERVIEW); (3) whether or not a registered Enhanced Placement Program (EEP) eligible, Priority Placement Program (PPP) eligible, or a Bonafide preferential hire is on the same eligibility list as you. For these reasons we cannot give definite information about how soon you might be contacted for an interview.

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.

EXPIRATION OF ELIGIBLE RATING:

Your eligible rating score expires after one (1) year your score is established, which is indicated on your Notice of Rating. If you applied under a continuous job announcement and the job announcement has yet to close, you may update your rating score by submitting a new employment application form. For closed job announcements, you may update your rating by reapplying and repeating the application process when the position is re-announced. If your rating score expires under a closed job announcement, you can only be eligible again by reapplying and repeating the application process when the position is re-announced. In general, though, you are encouraged to apply for any and all job announcements that you feel you qualify for, and are eligible to apply for. (Please note, that depending


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upon the needs of a particular department, positions may be announced with Selective Certifications, aka Selective Factors (SF) requirements which may affect your eligibility for a position, under a particular job announcement).

CERTIFICATION FOR INTERVIEW:

For each vacancy, the top eight (8) applicants with the highest scores are scheduled for interviews (ten applicants for the laborer and custodial vacancies.) However, in the event of tie scores with the eighth eligible, all eligibles with the same score as the eighth eligible will be referred. When your name is reached, you will be notified by mail and/or telephone, and/or email to report for an interview. You may or may not be selected as a result of the interview. If you are not selected, your name will be placed back on the eligible list for consideration in filling future vacancies until your score expires.



Christopher M. Budasi, Acting
GENERAL MANAGER 

“WE ARE AN EQUAL OPPORTUNITY EMPLOYER”



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