



CELEBRATING 30 YEARS
OF WATER, LIFE, SERVICE AND COMMUNITY

JOB ANNOUNCEMENT (OPEN)

TO ESTABLISH A LIST FOR THE POSITION OF:
1.145

UTILITY CUSTOMER CARE REPRESENTATIVE I

ANNOUNCEMENT NUMBER: 26-019

APPLICATIONS WILL BE ACCEPTED FOR THE PERIOD:

OPENING DATE	OCTOBER 01, 2026	CLOSING DATE	OCTOBER 22, 2026
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SALARY

MINIMUM:	F2-A	\$19.00	PER HOUR	MAXIMUM:	F3-A	\$19.77	PER HOUR
		\$39,524.00	PER ANNUM			\$41,129.00	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.

QUALIFICATION REQUIREMENTS:

- 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.

LICENSURE REQUIREMENTS

Possession of a valid driver's license.

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.

ILLUSTRATIVE EXAMPLES OF WORK:

(These examples do not list all possible duties that 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,

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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. 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.

EXAMINATION REQUIREMENTS

Applicants will be rated on a scale from 70.00% to 100.00% based on their training, education, and experience in relation to the requirements of the position. Only applicants who achieve a score of 70% or higher will be deemed eligible or qualified for further consideration.

PREFERENCE POINTS:

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

EDUCATIONAL AND DOCUMENTATION REQUIREMENTS

Applicants claiming educational accomplishments shall 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. Employment in the service of the government of Guam shall have as a reasonable measure of job performance, the minimum educational requirement of 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 certificate program from a recognized accredited or certified vocational technical institution, pursuant to Public Law 29-113. **For more information, please contact the Guam Waterworks Authority, Human Resources Office at 671-300-6076/6899 or email at hrrecruit@guamwaterworks.org**

FAIR CHANCES HIRING PROCESS ACT (FCHPA)

Guam's Fair Chances Hiring Process Act (FCHPA), also known as the "Ban the Box" law (Public Law 34-22), codified in Title 22 of the Guam Code Annotated (GCA) Business Regulations, Chapter 6, prohibits employers with more than 15 employees from asking about an applicant's criminal record or requesting police and court clearances until after a conditional job offer has been made. If you are selected for this position and an employment offer is extended to you, your employment will be conditional pending the submission of your police and court clearance. The clearance must be issued within thirty (30) calendar days of the offer. You will have ten (10) working days from the date you accept the employment offer to provide the required clearance. Please note that the cost of obtaining your police and court clearance is your responsibility.

PROHIBITION:

Pursuant to Public Law No. 28-98, codified in Title 4 of the Guam Code Annotated (GCA), Personnel Policy and the Civil Service Commission, Chapter 4, "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".

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INTERVIEW PROCEDURES:

All interviews are conducted in a structured format; each candidate is asked the same set of questions in the same order. These questions are designed to assess the knowledge, skills, and abilities (KSAs) needed for the respective position and are scored accordingly.

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 shall be rescinded.

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.

EMPLOYMENT MEDICAL EXAMINATION:

All applicants accepting employment must undergo a medical examination, and the physician must declare them capable of performing the duties of the position. This examination is to be conducted once the employee has started, and the employee has thirty days from the date of hire to provide proof from the physician that they are physically fit to perform the essential functions of the position.

FOR MORE INFORMATION

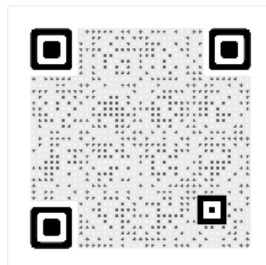
Call or visit us at the GWA Personnel Services Division – Human Resources Office, #205 (2nd Floor) in the Gloria B. Nelson Public Service Building between 8:00 am - 5:00 pm, Monday through Friday. Applicants are encouraged to submit applications electronically to hrjobs@guamwaterworks.org. You may also visit our website for additional GWA vacancy announcements at <https://guamwaterworks.org/Careers/>.



Christopher M. Budasi 

ACTING GENERAL MANAGER

**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.**



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