



# GUAM SOLID WASTE AUTHORITY

LOURDES A. LEON GUERRERO  
Governor of Guam

JOSHUA F. TENORIO  
Lt. Governor of Guam

Irvin Slike  
General Manager



## Employment Opportunity

### OPEN COMPETITIVE ANNOUNCEMENT

To establish a list for the position of

### CUSTOMER SERVICE SUPERVISOR

Announcement Number: GSWA-22-012      Open: October 18, 2022  
Closed: October 28, 2022

Pay Grade: OPEN: L-01; \$37,100.00 P/A - L-10; \$50,931.00  
PROMOTION: L-01; \$37,100.00 P/A - L-18; \$65,389.00 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 [wsvggrf.com](http://wsvggrf.com). For other inquires please visit the Guam Solid Waste Authority.

### Nature of work

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

***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).***

- Supervises and conducts investigations on customer complaints concerning inquiries and requests that are complex in nature; and makes the appropriate adjustments as necessary.
- Supervises the processing of inquiries and requests for services.
- Responds to inquiries regarding the types of services and their availability and answers questions on other related matters.
- Supervises the maintenance of records and preparation of reports.
- Formulates working procedures and other appropriate guidelines.
- Performs other related duties as required.

### Qualification Requirements

A) One year of clerical experience involving public contact work and arithmetic computations and one year of experience as a customer service representative or related work:



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

## **Examination Requirements**

A written test is not required. 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.

## **Minimum Knowledge, Skills, and Abilities**

- Knowledge of office practices and procedures.
- Ability to learn, interpret and apply department or agency policies and procedures.
- Ability to supervise the work of others.
- Ability to tactfully handle irate customers and maintain self-control.
- Ability to make decisions in accordance with appropriate program guidelines.
- Ability to perform arithmetic computations.
- Ability to communicate effectively, orally and in writing.

## **Educational and 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.

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 Solid Waste Authority at 671-646-3215 or 671-647-4312.

## **Suitability Determination Form**

Your employment application will not be deemed completed unless the Suitability Determination Form is completely filled out, signed and dated. If it is not complete or missing from your application, your application for this position will be rejected. Please pay particular attention to question ff2. If you answer "yes", you must attach your police clearance that is no older than one (1) Month from the date of submitting your application. In addition, please resubmit an updated Suitability form if anything occurred that warrants updating your responses on your Suitability Form after you have submitted your application.



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## **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.

## **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.

## **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.

## **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 mail a letter to you explaining these requirements. You will have five (5) business days from the postmarked date of your letter to submit police and court clearances that are no older than one (1) month from the date of your letter. The cost of the clearances is your responsibility. If you have already submitted clearances with your employment application, you will not be required to resubmit as long as they meet the date criteria above. 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 in person at the Guam Solid Waste Authority, 2<sup>nd</sup> floor, Located at the Public Works Compound, Tamuning, between the hours of 8:00 am. — 5:00 p.m., Monday through Friday; or by email to [admin@gswa.guam.gov](mailto:admin@gswa.guam.gov). All applications must be received by GSWA during regular business hours on or before the closing date of the job announcement. Individuals with disabilities who require special accommodation should contact this office prior to any scheduled examinations or interviews.



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## **For More Information**

Call or visit us at the Guam Solid Waste Authority Building, Human Resources Department at (671) 646-3215 or (671) 647-4312. In addition, job announcements and job application forms are accessible through the Guam Solid Waste Authority's website at [www.guamsolidwasteauthority.com](http://www.guamsolidwasteauthority.com). Also, job applications can be downloaded from [www.govguamdocs.com](http://www.govguamdocs.com) or you can email to [admin@gswa.guam.gov](mailto:admin@gswa.guam.gov) for additional information.

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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.