



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 of qualified candidates for the position of
SOLID WASTE DISPATCHER

Announcement Number: GSWA-25-003 Open: January 13, 2025
Closed: February 1, 2025

Pay Grade: OPEN: KX-01; \$41,372.00 P/A – KX-10; \$56,795.00 P/A
PROMOTION: KX-01; \$41,372.00 P/A – KX-18; \$72,918.00 P/A

The Government of Guam may offer competitive benefit packages, which includes retirement (Defined Contribution Plan 401 or Defined Benefit 1.75, and Deferred Compensation 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 www.ggrf.com. For other inquires please visit the Guam Solid Waste Authority.

Nature of work

Solid Waste Dispatchers play a key role in ensuring smooth and efficient operations. They make important decisions that impact both service quality and customer satisfaction. Their main responsibilities include dispatching operations staff based on real-time data and customer needs, ensuring service requests are promptly addressed. Dispatchers guide the team with clear instructions for handling work orders and finding solutions to complete tasks on time.

They actively monitor residential work orders and direct drivers as needed, responding quickly to incoming service reports from customers. Dispatchers track driver locations and communicate updates to the Operations Superintendent and Equipment Operator Leader in the field. They manage field movements, keep accurate records of work orders, and provide strategic oversight with attention to detail.

Serving as the main communication link between staff, customer service, management, and GSWA personnel, Dispatchers ensure clear and effective communication. They use specialized software to manage same-day service routes, make suggestions for next-day routing, and process new work orders. Their duties also include reporting any issued with work orders and maintaining compliance with operational standards.

Dispatchers work closely with the Operations Superintendent and Equipment Operator Leader to support and lead field operations, ensuring all work orders are completed efficiently.

Illustrative Examples of Work (*Any one position may not include all the duties listed, nor do the examples cover all the duties in which may be performed*).

To perform this job successfully, an individual must be able to perform each duty satisfactorily.

Dispatches drivers and/or assigned personnel to complete service calls by utilizing customer information, drivers' locations and loads, and daily factors to balance efficiency and customer satisfaction.

Monitor and maintain various ongoing communications with all drivers and administrative personnel regarding services and complaints.

Initiates communication to customer service while drivers are on-site/location, resolving pick-up and other issues that impact the service.

Troubleshoots and resolves potential delivery and pick-up problems before they result in service issues.



GUAM SOLID WASTE AUTHORITY

LOURDES A. LEON GUERRERO
Governor of Guam

JOSHUA F. TENORIO
Lt. Governor of Guam

Irvin Slike
General Manager



Ensures timely collection of missed pick-ups by managing the routing for all routes and tracking driver movement in the field.

Access the GSWA customer database to retrieve customer information and update the status of work orders.

Use the GPS system to monitor driver and customer locations, and generate reports to enhance efficiency.

Ensure that work orders are accurately documented and services are fulfilled.

Report any work order issues to customer service and/or the supervisor.

Manage and maintain files and records.

Perform other duties as assigned.

Qualification Requirements

- A) One (1) year of progressively responsible experience as a dispatcher or similar position involving communication, customer service, and team leadership and graduation from high school or equivalent; **OR**
- B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

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 computer software applications as they apply to the Guam Solid Waste Authority including route optimization software.
- Knowledge of best practices, innovative methods, strategic approaches and techniques or providing Residential Solid Waste Services.
- Knowledge of Guam's geographical locations: major routes, village names, street names, and landmarks.
- Ability to ensure the accuracy and completeness of records and prepare reports.
- Ability to use and operate multi-line telephones, two-way radio dispatching procedures.
- Ability to provide courteous and efficient customer service through various modes of communicating with the public, employees, and customers.
- Ability to work in a fast-paced environment ensuring operational continuity.
- Ability to communicate clearly and efficiently, both orally and in writing.
- Ability to make sound decisions and exercise good judgment in stressful conditions while maintaining efficiency and operational integrity.
- Ability to analyze and problem-solve for customers and drivers to maintain safe and efficient operations and on-time performance.
- Ability to learn and apply rules, regulations, practices and procedures of solid waste operations.
- Ability to work effectively with employees and the public.
- Willingness to work rotating shifts, off hours and holidays.



GUAM SOLID WASTE AUTHORITY

LOURDES A. LEON GUERRERO
Governor of Guam

JOSHUA F. TENORIO
Lt. Governor of Guam

Irvin Slike
General Manager



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 #2. 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.

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 to Keilani Mesa at the Guam Solid Waste Authority, 2nd floor, 546 N Marine Corps Drive Tamuning, between the hours of 8:00 a.m. — 5:00 p.m., Monday through Friday; or by email to keilani.mesa@gswa.guam.gov. All applications must be received by



GUAM SOLID WASTE AUTHORITY

LOURDES A. LEON GUERRERO
Governor of Guam

JOSHUA F. TENORIO
Lt. Governor of Guam

Irvin Slike
General Manager



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.

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.gswa.guam.gov. Also, job applications can be downloaded from www.govguamdocs.com or you can email to admin@gswa.guam.gov for additional information.

Irvin Slike
GSWA 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.