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General Manager

NEWS RELEASE

GUAM SOLID WASTE AUTHORITY CREATION OF POSITIONS

The Guam Solid Waste Authority (GSWA) petitions the GSWA Board of Directors to create the following positions (Classified):

SOLID WASTE DISPATCHER

This petition is in compliance with Public Law 34-58 and 4GCA §6303 (d) which authorizes the creation of positions in Autonomous Agencies and Public Corporation. The petition is also required by 4 GCA § 6205 and § 6303 as public documents for the purposes of 5 GCA, Ch.10, Art. 1 (Sunshine Law).

For more information, please visit GSWA's website at www.gswa.guam.gov/jobs.html or contact GSWA Administrative Office at 671-646-3111.

IRVIN L. SLIKE General Manager





Lt. Governor of Guam



General Manager

PETITION CREATION OF POSITION

I. REQUEST:

The Guam Solid Waste Authority (GSWA) petitions the GSWA Board of Directors to create the following positions in the classified service pursuant to PL 34-58 and 4GCA §6303(d) Creation of positions in the Autonomous Agencies and Public Corporations:

> Solid Waste Dispatcher

Governor of Guam

II. AUTHORITY:

Public Law 34-58 (Amended 10 GCA Ch.51A – GSWA Statute), Section 1(e) A new position shall include justification, an analysis of similarities and/or differences between the position to be created and positions listed pursuant to 4 GCA §4101.1, the position description, the proposed pay range and demonstration of compliance with 4 GCA §6301, a fiscal note as that term is described in 2 GCA §9101 et seq., and any other pertinent information.

- (1) A new position shall include justification:
 - A. The justification for the new position;

GSWA services over 21,000 residential customers for weekly trash and recycle collections. Currently, the Solid Waste Operations Superintendent and one Equipment Operator Leader are tasked with initial route assignments and ensuring the staff is informed of the day's requirements. Throughout the workday, administrative and customer service staff handle numerous calls and emails reporting missed collections or inquiring about service status. GSWA is in need of a dedicated Solid Waste Dispatcher to handle incoming service requests, manage route statuses, and coordinate missed collections, ensuring a more streamlined and responsive operation. Currently, these tasks are managed by the Operations Secretary, Equipment Operator Leader, and Operations Superintendent. This process often diverts them from their primary responsibilities and hinders their efficiency.

Creating a Solid Waste Dispatcher position would centralize these tasks, allowing the Superintendent and Equipment Operator Leader to focus on their core duties without interruptions. This role would streamline communication by managing all dispatchrelated tasks, ensure accurate and consistent information relay between the office and field crews, improve customer service response times, and ultimately lead to higher customer satisfaction. By having a specialized individual in place to manage these tasks, the overall effectiveness and productivity of the solid waste operations team would significantly increase.





B. An analysis of similarities and/or differences between the position to be created and positions listed pursuant to 4 GCA §4101.1;

This position is new to GSWA. Establishing this position at GSWA will streamline essential functions currently distributed among the Solid Waste Superintendent, Equipment Operator Leader, and the Secretary.

This new position will focus primarily on coordinating all dispatcher-related tasks, providing a centralized point of contact for field crews and customer service representatives. This will also improve efficiency, communication, and customer service by allowing existing positions to concentrate on their primary functions. The specialization of the dispatcher in handling all dispatch duties will lead to more effective management of service requests and better overall performance of the GSWA.

C. The Position description;

See attached.

- D. The proposed pay ranges and demonstration of compliance with 4 GCA §6301 of this title:
- E. *A fiscal note as that term is described in 2 GCA §9101 et seq.; and any other pertinent information.*

GSWA certifies that this position is budgeted and that funding is available for the creation, filing, and retention of the newly created position. The funding of this position does not have an impact on the General Fund.

- (2) The General Manager of the Authority and the Director of the Department of Administration shall post the position on their respective websites for ten (10) working days. After the posting the head shall forward the petition along with evidence of compliance with Title 5 GCA §6303.1(a), to the governing board or commission who, if they approve the same shall approve the petition by resolution and file the petition and resolution for records with the Director of Department of Administration and the Legislative Secretary.
- (3) No new positions may be filled until after the compliance with the provision of this Section and thirty (30) days has elapsed from the date of filing with the Legislative Secretary.







III. METHODOLOGY:

The "benchmark" classification methodology was followed and a review of the proposed position descriptions, GSWA's organizational chart, staffing pattern, and comparable position standards.

To determine the pay grade of this position, GSWA conducted the evaluation using the Hay Guide Chart – Profile Method. The Hay points were determined based on the factors of *Know-How, Problem Solving, & Accountability.*

IV. Classification Review

A. Solid Waste Dispatcher

Position Title: Solid Waste Dispatchers are responsible for daily communication with GSWA operations personnel, aiding in problem resolution for residential and roll-off routes. They manage incoming service/work orders, provide drivers with directions, and help resolve customer service reports. Dispatchers act as the main communication link between operational staff, customer service, management, and all GSWA personnel. They also use proprietary software to manage same-day service routing, prepare schedules for the next day, and process new work orders.

Illustrative Examples of Work: The nature of work demonstrates comprehensive responsibilities that a dispatcher will need to ensure efficient and effective service operations. This description emphasizes their crucial role in ensuring smooth operations and high customer satisfaction.

Minimum Knowledge, Abilities, & Skills: The minimum knowledge, abilities, and skills reflect the essential understanding of computer software applications and systems needed to successfully perform the duties of this position.

Minimum Experience & Training: The quantity and quality of training and experiences take into consideration the minimum knowledge, abilities and skills required to successfully perform the duties of this position.

Hay Evaluation: The staff evaluated the position of Solid Waste Dispatcher to assess the pay grade. The Know-How, Problem Solving, and Accountability points of the job are as follows:

КН	PS	ACCT	Profile	ТР	PG
DII2 152	C3 (29%) 50	C3S 87	+2	289	K





The job involves centralizing communication, coordinating work order statuses, and distributing newly received reports. This will enhance operational efficiency, improve customer service response times, increase customer satisfaction, and boost overall productivity.

The Know How is rated at a D, which is characterized as advanced. This level indicates that the knowledge involves applying broad or specialized methods, techniques, and processes, along with a basic understanding of the theoretical background. Such expertise is typically acquired through advanced specialized training or extensive practical work experience. The managerial skill is II which means related – Integration of operations or services which are generally related in nature and objective and where there is a requirement for coordination with associated functions. The position's human relation skill is at a 2. The job involves interacting with others, through understanding, influencing, and supporting people by applying technical knowledge or rational arguments aimed at causing actions or acceptance by others.

For Problem Solving, the evaluation is rated C, or semi-routine. This position involves thinking within well-defined procedures that are somewhat diversified and have many precedents covering most situations, with readily available assistance for guidance.

For Accountability, the freedom to act is rated C, or standardized. This means operating within established practices and procedures, adhering to general work instructions, and being supervised on progress and results. The area of impact is rated 3, or quantifiable, while the nature of impact is S, or shared control with others over the organization's end results.

The position's profile is +2 which means that the job's accountability is higher than the problem-solving. The evaluation resulted in the total hay points of 220 which is at Pay Grade K under the GSWA Pay Plan.







V. RECOMMENDATION:

- 1. To approve the creation of the following positions in the classified service.
 - Solid Waste Dispatcher
- 2. To adopt proposed minimum and maximum range of compensation for GSWA in accordance with the Strategic Pay Methodology as follows:

Positions	Hay Points	Grade	Min	Max
Solid Waste Dispatcher	289	K	\$41,372	\$72,918

3. Upon approval of creation, GSWA shall conduct timely reclassification audits on current employees. Determination of audit findings shall not adversely affect impacted incumbent employee salary.

Alicia Fejeran GSWA Chief of Administration

Irvin L. Slike GSWA General Manager

Kathrine B. Kakigi GSWA Controller

SOLID WASTE DISPATCHER

NATURE OF WORK

SW Dispatchers have the primary responsibility of daily communication with GSWA operations personnel to assist in problem resolution while on residential and roll-off routes. They handle incoming service/work orders, provide directions to drivers, and assist in resolving service reports received from customers. Dispatchers serve as the primary communication link between operational staff, customer service, management, and all GSWA personnel. Additionally, they use proprietary software to manage same-day service routing, prepare routing schedules for the next day, and process new work orders.

<u>ILLUSTRATIVE EXAMPLES OF WORK (</u>*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 ongoing two-way radio and telephone communications with all drivers and administrative personnel.
- Manages and responds to incoming calls and emails from both GSWA Customer Service and personnel regarding service complaints.
- Initiates communication to customer service while drivers are on-site/location, resolving pick-up and other issues delaying the service.
- Troubleshoots and resolves potential delivery and pick-up problems before they result in service issues.
- Ensures timely collection of missed pick-ups by managing the routing for all routes and tracking driver movement in the field.
- Access the Alpine (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.

MINIMUM KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge of computer software applications as they apply to the Guam Solid Waste Authority.

Knowledge of methods and techniques of providing Residential Solid Waste Services.

Knowledge of Guam's geographical locations: major routes, village names, street names, and landmarks.

Ability to maintain 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.

Ability to communicate clearly and efficiently, both orally and in writing.

Ability to make sound decisions and exercise good judgment in stressful conditions.

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.

MINIMUM EXPERIENCE AND TRAINING

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

ESTABLISHED:

Pay Grade/Plan	K (GSWAPP)		
Hay Evaluation:	Evaluation Code:	Points:	
Know How	DII2	152	
Problem Solving:	C3(29%)	50	
Accountability:	C3S	87	
	Total Points:	289	

SIGNATURE

DEPARTMENT OF ADMINISTRATION POSITION DESCRIPTION QUESTIONNAIRE INSTRUCTIONS

WHO SHOULD COMPLETE THE QUESTIONNAIRE?

- (1) The employee occupying the position (jobholder) completes the first six (I-VI) sections of the questionnaire.
- (2) The employee completes Section VII if he/she chooses to do so. If the employee decides not to complete Section VII, mark the box provided. The direct supervisor will then complete Section VII for the employee.
- (3) The direct supervisor completes Section VIII. It is to add or clarify any of the information provided by the employee/jobholder or to provide different information.
- (4) The direct supervisor completes the questionnaire for vacant positions.
- (5) Section IX is completed by the Human Resources Office.

I. JOB IDENTIFICATION:

Position Title: Show the official (payroll) title only.

Official Position No.: Show the official number provided in the staffing pattern for the job. Although the employee/jobholder may change from time to time, the position number does not change. It is a position management tool.

Job Location: Show the exact location of the position within the organization.

Direct Supervisor: Show the official position title and name of supervisor or manager to whom the jobholder must report.

II. JOB DESCRIPTION:

ESSENTIAL FUNCTIONS: These are the required job duties of the position that a qualified person must perform. Under the Americans with Disability Act, the duties are performed either with or without a "reasonable accommodation." Without one of the essential functions, the need for the job is changed.

The description of functions performed must be short, clear and correct. It should tell what is done and its purpose or why. It should not tell how it is done. The duties are specific. Do not use unclear, general statements. Do not use additional papers.

Organize and list the job functions in one of the formats selected below. Mark the format selected. The format selected is only for the purpose of organizing the description of the job. It will not determine the job's classification and pay.

- (1) Daily work assignments proper for job functions that are repetitive and have specific work operations and procedures. List the functions beginning with the first daily work assignment and ending with the last work assignment.
- (2) Percentage of time proper for jobs that have varied functions and responsibilities. List the functions by percentage of time spent, beginning with the highest percentage. The total % should equal 100%.
- (3) Order of importance proper for job functions that provide levels of importance. List the functions beginning with the most important function and ending with the least important. All functions are performed, however.

NONESSENTIAL FUNCTIONS: Nonessential functions are tasks that are minor, or not required to the completion of the essential functions. In addition, nonessential functions are those that could be performed by other workers. The phrase, "performs related duties as assigned" is normally listed here.

III. MINIMUM QUALIFICATION REQUIREMENTS:

These are the minimum requirements needed to qualify for the job. They are necessary for satisfactory performance of the job's essential functions. It is not to show the employee's (jobholder's) qualifications. They are used further in the job analysis necessary for the creation of position classification standards.

Experience – Show the type and length (months or years) of experience needed by a qualified applicant to perform the essential functions of the job.

Education – Show the formal schooling or training required for a qualified applicant to perform the essential functions of the job.

DEPARTMENT OF ADMINISTRATION POSITION DESCRIPTION QUESTIONNAIRE

I. IDENTIFICATION

Official Position Title: Job Location:				Official Position No.:
	(Department/Agency)		(Division)	(Section/Unit)
Name:				
	Last		First	Middle Initial
Pay Grade:		[] Classified	[] Unclassified	[] Position Vacant
Supervisor:				
	(Name of Direct Super	visor)	Title of	Supervisor

II. DESCRIPTION OF DUTIES

Duty NO. or %	ESSENTIAL FUNCTIONS: Organize and list duties and responsibilities that MUST be performed. List duties in one of the formats below.
of Time	(1) The daily work assignments, beginning with the first duty and ending with the last duty for the day.(2) Percentage of time and show % for each (total % equals 100%).
	(3) Order of importance, beginning with the most important.
	Mark (√ or X) one format only: [] (1), [] (2), [] (3)
	NON-ESSENTIAL OR ADDITIONAL FUNCTIONS: List duties and responsibilities not listed above that may be performed, as assigned.

III. CONTACTS: Departments, agencies and individuals you deal with during the course of your daily activities.

Α.	Within your department / agency. Mark (X or $$) one box:		
	[] None [] Up to 15% of total working hours		
		[] 15 – 50% of total working hours	[] Over 50%
В.	Outside your department / agency. Mark (X or $$)		
	[] None	[] Up to 15% of total working hours	
		[] 15 – 50% of total working hours	[] Over 50%

IV. SUPERVISION RECEIVED: How closely is the employee's/jobholder's work reviewed by the direct supervisor? Mark (X or $\sqrt{}$) one correct response.

[]	Detailed and specific instructions / procedures received or followed for each assignment.	
]]	General Supervision – Routine duties are performed with minimal supervision. Standard practices or procedures allow employee to function alone at routine work. Supervisor makes occasional check of work while in progress. Work is reviewed upon completion.	
]	[] Direction – Receives guidance about general objectives in most of the tasks and projects assigned; determine methods, work sequence, scheduling and how to achieve objectives of assignments; operates within poli- guidelines. (Generally applicable to skilled professionals, supervisors and managers.)		
 [] General Direction – Receives very general guidance about overall objectives; work is usually quite independent others; operates within division or department policy guidelines, using independent judgment in achieving as objectives. (Generally applicable to managers / administrators in large and complex organizations a department / agency heads and their first assistants.) 			

V. **SUPERVISION EXERCISED:** The employee/jobholder supervises other employees. List the number of employees supervised, their position titles, and a brief description of their responsibilities.

Number Supervised	Position Title	Description of Responsibilities

VI. EQUIPMENT: List the equipment (pickup truck, welder, crane, etc.), office machines (word processor, calculator, copying machine, etc.), or any other machines, tools or devices that are used on a regular and continuing basis. Show what percentage of the regular workday is spent using each.

TOOLS / EQUIPMENT	PERCENT (%) OF TIME FOR EACH

VII. JOB REQUIREMENTS

- [] Mark ($\sqrt{}$ or X) here if jobholder is unable to complete this section. The direct supervisor will then complete this section for the jobholder.
- **A. MINIMUM QUALIFICATION REQUIREMENTS:** List the minimum experience and training a qualified applicant must have before employment.

1. WORK EXPERIENCE: List the general, specialized and/or supervisory / management	
how much (in months and/or years). If none, mark ($$ or X) "No work experience require	əd."
[] No work experience is required.	
General:	
Specialized:	
Supervisor / Management:	
If no work experience is required, list the knowledge, abilities and skills a qualified applican	needs before employment to
perform the essential job functions.	
2. FORMAL EDUCATION OR TRAINING:	<u> </u>
Mark ($$ or X) the most applicable education level required.	
a. [] Below High School – Show Number of Years	
b. [] High School Graduation / GED	
c. [] Vocational / Technical School	
Show specific training that is required by this position.	
d. [] Some College	
Show number of [] Semester Hours or [] Quarter Hours	
Show specific courses required by the essential functions of this job.	
e. College Degree (Show major area of study required.)	
[] Associate's :	
[] Bachelor's:	
[] Master's:	
[] Beyond Masters:	-

3. CRITICAL SKILLS / EXPERTISE: List specialized skills or specialization needed to perform essential functions.

4. LICENSE, REGISTRATION OR CERTIFICATION:

List possession of required license, professional registration/certification needed to perform essential functions.

B. MENTAL / VISUAL, PHYSICAL, AND ENVIRONMENTAL JOB REQUIREMENTS:

1. [Ма]	ark (√ or X) the most app Sitting	ropriate physical requirement(s) for the job. The job requires the employee to sit in a comfortable position most of the time. The	
[]	Sitting	employee can move about. Employee is required to sit for extended periods or time without being able to leave the work area.	
[]	Sitting/Standing/Walking	The employee is required to sit, stand, walk most of the time.	
[]	Climbing	Employee is required to climb ladders or scaffolding or to climb and work in overhead areas.	
[]	Lifting	Employee is required to raise or lower objects from one level to another regularly.	
[]	Pulling and/or Pushing	The job requires exerting force up to pounds on a regular basis to move the object to or away from the employee.	
[]	Carrying	The employee is required, on a regular basis, to carry objects in his or her arms or on the shoulder(s).	
[]	Reaching	The employee is regularly required to use the hands and arms to reach for objects.	
[]	Stooping and Crouching	The employee is regularly required to bend forward by bending at the waist or by bending legs and spine.	
[]	Crawling	Employee is required to work in a confined space and/or to crawl and move about on his or her hands and knees.	
[]	Speaking	The job requires expressing ideas by the spoken word.	
[]	Listening	The job requires the perception of speech or the nature of sounds in the air.	
[]	Other	Describe the requirement.	
1				
2.	Ма	ark ($$ or X) the most app	ropriate mental / visual requirement for the job.	
[1 1	al requirement for machine operators, office staff, etc.)	
[]	Motor Coordination Skills (typical for automotive mechanic, painter, etc.)		
[]	Coordination of Eyes, Hands, and Feet (typical for tractor trailer driver, fire fighter, line electrician, etc.)		

- [] Verbal Intelligence (typical for counselors, customer service representatives, etc.)
- [] Numerical Intelligence (typical for an accounting clerk, cargo checker, etc.)

[] C	ther:		
3. The	ob's most appropriate work environment and the weather expos	lire	
	Show what percent of a typical workday is spent.		
	Select one response only)		
%	Indoors in a comfortable temperature-controlled environment (for in	stance, in an office).	
%	Indoors in a non-temperature-controlled environment (such as an etc.)	open garage, storerooms and warehouses,	
%	Outdoors exposed to changing weather conditions (for instance, rai	n, sun, wind, etc.)	
%	Outdoors but in an enclosed vehicle protected from extreme weather	er conditions.	
4. Othe	r physical working conditions		
] Mark (X or $$) if none of the following is applicable.		
	Show what percent of a typical workday this position is exposed to:		
%	Air contamination (i.e., dust, fumes, smoke, toxic conditions, disagr	eeable odors).	
%	Vibration (i.e., operating jackhammer, impact wrench).		
%	Noise (Exposure at a level enough to cause bearing loss or fatigue)).	
%	An improperly illuminated or awkward and confining work space.		
%	% Working above ground level where the chance of falling exists (i.e., on ladders, rooftops, bucket truck scaffolding).		
%	% Lifting or carrying items or objects. Describe item/object and weight:		
%	% Heat. Describe source and degree of high temperature.		
%	Cold. Describe source and degree of cold temperature:		
%	% Other hazards. Describe:		
5 De-	ribe the working conditions that are imposible as unusual for the	ich and chow from any of averages	
5. Des	ribe the working conditions that are irregular or unusual for the]] Mark (X or $$) if not applicable.	ob and show nequency of exposure.	
	CONDITION	FREQUENCY OF EXPOSURE	

C. Work Schedule/Hours – Mark ($\sqrt{}$ or X) the most appropriate work schedule/hours for the job.

[]	Regular – Standard Eight (8) hours daily, Monday – Friday
[]	Irregular – Shift work – A 24-hour work operation.
[]	Regular / Irregular – Overtime hours with overtime pay entitlement State Purpose and Total Hours required per pay period:
[]	Regular / Irregular – Overtime hours without overtime pay entitlement State Purpose and Total Hours required per pay period:

The information given on this position is complete and correct.

Signature of Employee

Date

VIII. SUPERVISOR'S REVIEW

	10	IPORTANT: This Block To Be Filled Out Only By The Direct Supervisor
a.	(1)	Has the employee correctly stated his or her official payroll position title?
		Yes No
	(2)	If not, what is the correct title?
b.	(1)	Are the employee's statements about the duties of his/her position and the supplementary information complete and accurate?
:		Yes No
r	(2)	If not, what additions, deletions or corrections should be made? (Refer to block and page)
C		What positions under your supervision perform the same essential functions Give name and title
		Name Title
d.		Does this position require (mark one)
ŀ		Immediate supervision on a regular basis,
		Immediate supervision only for new/complex tasks, or
		Little immediate supervision.
e		Does the employee participate in (mark those appropriate) the
		Formulation, Interpretation, and/or Application of Agency/Department policy. Give examples:
f.		The employee (mark one)
		Performs routine, well-defined tasks,
		Performs moderately complex tasks requiring moderate knowledge of Agency's/Department's work; or
		Performs complex tasks requiring extensive knowledge of Agency's/Department's work.

I certify to the accuracy of the description of duties, responsibilities and organizational relationships provided herein; further, that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes on the use of public funds. The false or misleading statement may constitute violations of such statutes or their implementing regulations.

Signature of Immediate Supervisor

Date

Signature of Department/Agency Head

Date

IX. Human Resources Office Review:

Date: _____ Reviewed by: _____ Position Title _____ Name Classification Correct: [] Yes [] No If not, corrective action taken: (Attach copy of review made)

Approved by: ______ Human Resources Manager

Date