

JOB ANNOUNCEMENT

(Open Competitive)

Guam Waterworks Authority is accepting applications to establish a list:

Position Title: CUSTOMER SERVICE REPRESENTATIVE	Announcement Number: EOE-031-2010
Pay Grade/Step: OPEN: G4D \$28,031.00 – G7D \$31,586.00 PER ANNUM Open Date: July 16, 2010 Closing Date: July 30, 2010	

MINIMUM QUALIFICATIONS:

- a) One year of clerical experience involving public contact work and arithmetic computations; 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 complex public contact work in providing assistance and responding to subscriber's inquiries and requests for utility 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)

- Accepts applications for utility service after insuring applicants fully understand the chargeable rates and procedures for services desired; provides information of availability of other types of services, applicable rates, and other pertinent information
- Answers subscribers inquiries and resolves complaints; makes applicable billing adjustment after securing valid data through investigation, research, or other acceptable means
- Assembles information, checks forms, records, and applications for accuracy, completion and conformance with requirements
- Prepares daily, weekly, or monthly report of work activities
- Records name of customer assisted, purpose of customer's visit and nature of action taken
- May assist in establishing and maintaining subscriber's records and other related files
- May assist in the preparation of service orders
- Performs related duties as required

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

- Ability to learn, interpret, and apply utility rates, services, regulations, policies and procedures
- Ability to make decisions in accordance with established policies and other regulations
- Ability to perform arithmetic computations
- Ability to tactfully handle irate customers and maintain self-control
- Ability to communicate effectively, orally and in writing
- 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. Any one or combinations of the following documents may be required.

- *Certified Birth Certificate
- *U.S. Passport
- *Naturalization Card
- *Green Card
- *Government of Guam ID Card
- *Original Social Security Card
- *Other proof of work eligibility

Qualifications Required: Pursuant to Public Law 26-87, all future employees of any position within the Government of Guam will be required at minimum to possess one of the following:

- A) High School Diploma
- B) A successful completion of General Education Development (GED) Test; or
- C) Any equivalent of high school program, or a successful completion of certification program, from a recognized accredited or certified vocational technical institution, in a specialized field for the job.

EDUCATION:

Applicants claiming degrees or credit hours are required to provide a copy of their college transcript.

PRE-EMPLOYMENT MEDICAL EXAMINATION:

All applicants accepting initial employment with the Government of Guam must take and pass a pre-entry Physical Examination as a condition of continued employment. Expenses for the physical/medical examination must be paid for by the applicant.

DRUG SCREENING:

All applicants tentatively selected for this position will be required to submit to urinalysis to screen for illegal drug use prior to appointment. Situations in which applicant refused or ignored the requirement to take a pre-employment drug test without just cause are to be handled as disqualifications.

PREFERENCE POINTS:

Applicants claiming veteran's preference are required to provide a copy of their DD-214 (Military Discharge form). Those claiming Veteran's Compensable Disability are required to provide a copy of a letter from the Veterans Administration.


Disability Preference: Applicants claiming disability preference must obtain a form from this office and submit it with the required certification signatures.

DOCUMENTATION REQUIRED:

All applicants accepting employment with Guam Waterworks Authority must submit a police and court clearance as a condition of employment.

HOW AND WHERE TO APPLY:

Applicants must submit an Application for Employment form to the Human Resources Division-Personnel Services Section, 578 N Marine Corps Drive, Upper Tumon (1st floor Main Office) by closing date. For more information call the Personnel Office at 647-7855/1340 or visit our website at www.guamwaterworks.org to view the job announcement and to download the employment application.


 JOHN M. BENAVENTE, PE
 GENERAL MANAGER, INTERIM

"WE ARE AN EQUAL OPPORTUNITY EMPLOYER"