

**JOB ANNOUNCEMENT**

OPEN AND PROMOTIONAL COMPETITIVE  
TO ESTABLISH A LIST FOR THE POSITION OF  
(SUBJECT TO AVAILABILITY OF FUNDS)

**SENIOR TENANT RELATIONS ADVISOR (1.197)**

|                   |   |
|-------------------|---|
| ANNOUNCEMENT NO.: | GHC2017-04  |
| OPENING DATE:     | FRIDAY, November 10, 2017   |
| CLOSING DATE:     | FRIDAY, November 24, 2017   |
| PAY GRADE/SALARY: | OPEN: L-1; \$37,100 - L-6; \$44,682 Per Annum<br>PROM: L-1; \$37,100 - L-18; \$65,389 Per Annum |
| DIVISION:         | Rental  |

**QUALIFICATION REQUIREMENTS:**

- (a) Eight years as Tenant Relations Advisor of which six years as TRA III or equivalent technical work.
- (b) Graduation with a Bachelor's degree from a recognized college or university plus six years of progressively responsible professional experience in social work

**NATURE OF WORK IN THIS CLASS:**

Under the administrative direction of the Housing Manager, the incumbent is responsible in the implementation of procedures and guidelines relative to admission and occupancy of housing units, developments and maintenance of positive tenant and community relationships, fostering social adjustment and development of families in the program. Work is reviewed through inspection, conferences, and submission of written reports and required

PLUS pursuant to *Title 4 GCA §4101(c)*: "All new employment in the service of the government of Guam shall have, as a reasonable measure of job performance, the minimum requirement of a high school diploma or a successful completion of a General Education Development (GED) test or any equivalent of a general education high school program, apprenticeship program or successful completion of certification program, from a recognized, accredited or certified vocational technical institution, in a specialized field required for the job."

**PURSUANT TO *Title 4 GCA §4203.3(a)***: "No person convicted of a sex offense under the provisions of Chapter 25 of Title 9 Guam Code Annotated, 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."

**NECESSARY SPECIAL QUALIFICATIONS:**

A valid Guam driver's license and operation of a motor vehicle is required.

**ILLUSTRATIVE EXAMPLES OF WORK:**

Implements the policies and procedures in conformity with the Authority's policies relative to eligibility, admission, occupancy, rental charges, methods of collections receipt, maintenance and tenant relationship. Plans coordinates and administers matters of rentals, occupancy, re-examinations, and relocation of tenants.

Prepares units for occupancy, assigns tenants in accordance with adopted policies and procedures.

Responsible for briefing new tenants on provisions of the housing policies and procedures, dwelling lease, and rules and regulations in order to establish a firm understanding at the outset between management and tenants.

Interprets lease provisions and other conditions pertinent to the project, counsel tenants who have rental payment problems; evaluates tenants' financial problems, and plans and schedule their rental payment in accordance with their ability to pay.

Receives and investigates all complaints registered by the tenants arising from occupancy and conditions of the units, and takes prompt corrective action. Maintains records and fiscal accountability of rental monies and other funds contingent to the program. Prepares correspondence and prepares written reports required. Maintains records, documents and correspondence of all transactions.

Initiates eviction of tenants for chronic non-payment of rent and incessant violation of Lease Agreement. Performs other related work as required.

**MINIMUM KNOWLEDGE, ABILITIES, AND SKILLS:**

Through knowledge of the policies, procedures and guidelines of the Authority and HUD which pertain to low-rent public housing program.

Considerable knowledge in housing management; ability to provide advice and technical assistance in house management programs.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

590 S. Marine Corps Drive, Ste. 514 ITC Building, Tamuning, Guam 96931  
Ability to maintain records and prepare reports Telephone Number (671) 647-4143/46 • Fax Number (671) 649-4144

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**EXAMINATION REQUIREMENTS:** A written test is not required. When a written test is not required, applicants will be evaluated on a scale between 70.000 to 100.000 percent of their training, education and experience in relation to the minimum requirements of the position. A practical exercise may be required.

**VETERANS PREFERENCE:** Applicants claiming veterans preference credit are required to provide a copy of their DD Form 214 (Certificate of Release or Discharge from Active Duty). Those claiming Compensable Disability are required to provide a copy of a letter from the U.S. Department of Veterans Affairs, which specifically states your entitlement to civil service preference for a service connected disability.

**DISABILITY PREFERENCE:** Applicants wishing to claim Disability Preference should submit a Government of Guam Disability Certification Form certified by the Director of the Department of Public Health & Social Services (does not apply to subsequent applications for employment in the government after separation).

**EDUCATION:** Applicants claiming educational degrees or credit hours are required to submit official or verified copies of transcripts, high school diploma, GED certification, or apprenticeship certification. Transcripts from university/college institutions outside of the U.S. must be accompanied by a comprehensive course-by-course evaluation of foreign educational credentials by a National Association of Credential Evaluation Services (NACES) member organization.

**DRUG SCREENING TEST:** Applicants selected for and offered employment with Guam Housing Corporation shall undergo and pass a mandatory drug test before being employed. The Guam Housing Corporation is in compliance with Department of Administration's Drug Free Workplace Program Operating Procedures. In addition, all government employees may be subject to drug testing under certain circumstances such as reasonable suspicion and after an accident of unsafe practice.

**INTERVIEWING PROCEDURE:**  
A panel of interviewers designated by the President will conduct a personal interview.

Applicants will receive a "Notification of Certification/Interview Schedule" via postmark Air Mail to their last known address who are certified for interview from the Eligibility List. All applicants must contact the Administration Division to confirm their scheduled date and time of interview.

Applicants who are interested to be interviewed while off-island (regardless of duration of stay) must inform the Administration Division in writing of their temporary mailing address and/or telephone number where they may be contacted should there be a scheduled interview.

A personal interview, or interview by telephone (if off-island), will be scheduled by the appointing authority, or his designee, for all eligible referred via certification. Individuals with disabilities who require special accommodations should contact the Administration Division prior to any scheduled examinations or interviews.

**PRE-ENTRY MEDICAL PHYSICAL EXAMINATION:** If you are selected for this position, a pre-entry medical physical examination shall be required prior to initial appointment to the position to determine fitness for employment. The pre-entry medical physical examination is at the applicant's expense.

**HOW AND WHERE TO APPLY:** All interested applicants must complete a "Government of Guam - Employment Application-Form A" and submit to the Administration Division on or before 5:00 p.m., Friday November 24, 2017. The Government of Guam Employment Application-Form A can be downloaded from the GUAM HOUSING CORPORATION website at [www.guamhousing.org](http://www.guamhousing.org).

**NOTE: Suitability Determination (Form A4):** Your employment application will not be deemed complete 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 answered "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 Determination form if anything has occurred that would warrant updating your responses on your suitability form after you have submitted your application.

**REQUIREMENTS of POLICE & COURT CLEARANCES, DRUG SCREENING TEST, and PRE-ENTRY MEDICAL PHYSICAL EXAMINATION:** If you are selected for this position, your selection will be conditional pending submission of recent police and court clearances, taking and passing a drug screening test, and submittal of results on the pre-entry medical physical examination. You will have five (5) business days to submit police and court clearances that are no older than one (1) month from the date of your notification of selection. Off-island applicants must obtain clearances from their last place of residency. Police and court clearances are at the applicant's expense.

**IMPORTANT INFORMATION:** Title 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 in the United States. The Government of Guam is required to comply with this law on a non-discriminatory basis.

**FOR MORE INFORMATION:** Contact telephone number 647-4143 Ex. 140 or visit the Administration Division at the GUAM HOUSING CORPORATION Main Office, South Marine Corps Drive, Suite 514 ITC Building, Tamuning, Guam.

  
CHRISTOPHER M. DUENAS  
PRESIDENT

WE ARE AN EQUAL OPPORTUNITY EMPLOYER. THERE SHALL BE NO DISCRIMINATION IN EMPLOYMENT AGAINST ANY PERSONS ON THE BASIS OF RACE, COLOR, SEX, RELIGION, NATIONAL ORIGIN, AGE CREED MARITAL STATUS, DISABILITY, OR POLITICAL AFFILIATION, EXCEPT FOR BONA FIDE OCCUPATIONAL QUALIFICATIONS OR LEGAL REQUIREMENTS.