



**JOB ANNOUNCEMENT**  
**OPEN COMPETITIVE EXAMINATION**  
**TO ESTABLISH A LIST FOR POSITION**  
**CUSTOMER SERVICE REPRESENTATIVE (1.117)**  
**(SUBJECT TO AVAILABILITY OF FUNDS)**

ANNOUNCEMENT NO.:	GHC 2025-04
OPENING DATE:	TUESDAY, APRIL 22, 2025
CLOSING DATE:	OPEN UNTIL FILLED
PAY GRADE/SALARY:	OPEN: H-1; \$32,355 - H-6; \$38,967 Per Annum PROM: H-7; \$40,443 - H-18; \$57,026 Per Annum
DIVISION:	RENTAL

**QUALIFICATION REQUIREMENTS:**

- (a) One (1) year of clerical experience involving public contact work with arithmetic computation.
- (b) Any equivalent combination of experience and training which provides the minimum, knowledge, abilities and skills.

**NATURE OF WORK IN THIS CLASS:**

This complex technical public contact work in providing assistance and responding to customers inquiries and request for department or 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.)

Accepts applications after insuring applicants fully understand the policies and procedures for services desired; provides information of availability of other types of services.

Answers inquiries and resolves complaints; makes applicable adjustments to records and files 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 reports of work activities; maintain pertinent logs.

May assist in establishing and maintaining department or agency 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 department or agency 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.

Ability to maintain records and prepare reports.

**EXAMINATION REQUIREMENTS:** 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 veteran's 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).

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**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.

**INTERVIEW 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 GUAM HOUSING CORPORATION 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-Standard Employment Application-Form A" and submitted to GUAM HOUSING CORPORATION Administration Division on or before 4:00 p.m. **OPEN UNTIL FILLED** 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)

**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.

**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."

**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 (671) 647-4143 Ex. 141 or visit the Administration Division at the GUAM HOUSING CORPORATION Main Office, South Marine Corps Drive, Suite 514 ITC Building, Tamuning, Guam.

  
EDITH C. PANGELINAN  
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.