



GUAM HOUSING CORPORATION

P.O. Box 3457, Hagåtña, Guam 96932



JOB ANNOUNCEMENT

INTER DEPARTMENTAL

OPEN AND PROMOTIONAL COMPETITIVE
(SUBJECT TO AVAILABILITY OF FUNDS)

LOAN SERVICING ASSISTANT (1.176)

ANNOUNCEMENT NO.:	GHC2026-02
OPENING DATE:	THURSDAY, AUGUST 20, 2026
CLOSING DATE:	TUESDAY, SEPTEMBER 02, 2026
PAY GRADE/SALARY:	OPEN: J-1; \$37,913 – J-6; \$45,661 Per Annum PROM: J-7; \$47,391 – J-18; \$66,821 Per Annum
DIVISION:	LOAN

QUALIFICATION REQUIREMENTS:

- A) Graduation from a recognized college or university with a Bachelor's degree in business administration or other related area with two (2) years of experience in consumer or commercial loan servicing with knowledge of financial statement analysis and credit reporting; or
- B) Any equivalent combination of experience and training which provides minimum knowledge, abilities and skills.

NATURE OF WORK IN THIS CLASS:

This is a responsible technical work assigned to assist within the Loan Division, with major duties in servicing clients for collection of delinquent accounts which may involve field visits.

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.)

Performs all activities necessary for the collection of delinquent accounts, including the use of locator references and other sources of information helpful in locating the party concerned.

Contacts customer either by telephone or in person to remind them of their delinquent payments, interview them to determine reasons for delinquency and / or collect delinquent payments as may be required. Issues receipts for payment and remits collections to cashier.

Performs initial field visits during the loan application stage and periodic visits thereafter as may be necessary for collection and / or discussions with clients regarding their delinquencies and alternative solutions.

Prepares reports on each visit or contact, describing results and furnishing information obtained about the borrower's financial status. Makes recommendations on seriously delinquent or problem loans concerning proper measures to be initiated.

Performs clerical and other office tasks related to loan servicing operations, particularly for those loan accounts assigned to the employee.

Assist in the loan interview for eligibility determination.

Performs other related duties as may be required.

MINIMUM KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of mortgage home loan lending business procedures and requirements.

Knowledge of the laws and the corporation's policies governing its activities.

Knowledge of the proper interview technique in dealing with delinquent borrowers so as to increase collection efficiency.

Ability to analyze loan accounts and borrower's financial status.

Ability to develop and maintain a good working relationship with the corporation's clients, especially with those to whom assigned.

Ability to communicate effectively, orally and in writing.

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 beginning employment. THE GUAM HOUSING CORPORATION is in compliance with the 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 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 submit to GUAM HOUSING CORPORATION Admin. Division on or before **4:00 p.m. 09/02/2026**. The Government of Guam Employment Application-Form A can be downloaded from the GUAM HOUSING CORPORATION website at 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.

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.