



GUAM POWER AUTHORITY JOB ANNOUNCEMENT

IN-HOUSE announcement to establish a list for the position of:

Position Title: Utility Customer Care Supervisor (01.148)		Announcement Number: 2026-057
Grade: K	<u>MINIMUM</u> Step 04 / Sub-Step D \$81,074.28	<u>MAXIMUM</u> Step 05 / Sub-Step D \$84,366.22
Promotion: * * Salaries beyond the maximum range will be allocated in accordance with promotional guidelines.		Opening Date: 8/4/2026
Department/Division Administration/Customer Services		Closing Date: 8/17/2026

MINIMUM EXPERIENCE AND TRAINING:

- A) Two (2) years as a Utility Customer Care Representative, including one (1) year as a Utility Customer Care Representative III and graduation from a recognized college or university with a Bachelor's degree; or
- B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

LICENSES, CERTIFICATES, AND SPECIAL REQUIREMENTS:

Possession of a valid drivers' license.

NATURE OF WORK IN THIS CLASS:

This is supervisory work in customer service and billing activities. Employees in this class provides first-line supervision to customer service personnel involving the processing of utility services and providing billing information for the Guam Power Authority and/or Guam Waterworks Authority.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of utility services rules, codes, regulations, policies and procedures. Knowledge of basic methods, procedures, practices, and terminology used in billing and collections of customer accounts. Knowledge of management and/or modern public administration principles, practices, and techniques. Knowledge of Customer Information System (CIS) and other computerized programs to complete customer-related tasks. Knowledge of effective customer service and public relations techniques. Ability to recommend and implement goals, objectives, policies and procedures for providing customer service functions. Ability to supervise, plan and schedule work assignments. Ability to maintain clear, concise, and accurate records and reports; prepare periodic and special reports. Ability to analyze and resolve complex customer service complaints and issues. Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor. Ability to maintain the confidentiality of a wide range of sensitive account and/or customer information. Ability

to communicate effectively orally and in writing. Ability to perform arithmetic computations, statistical techniques and prepare graphs that assist customers to understand complex billing issues or explain irregularities. Ability to work effectively with the public and employees.

ILLUSTRATIVE EXAMPLES OF WORK: *(Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)*

Supervises, plans, assigns, review and participates in the processing of utility service applications through various modes of communication, including new installations, service terminations, billing inquiries and disputes, payment plans, prepaid plans and utility infrastructure services. Receive, review and disseminate work orders, service orders and other applicable documents from other divisions for further processing and completion for utility related activities. Supervises research on utility related activities; determines facts and resolves inquires and disputes within established guidelines; applies applicable adjustments to customer accounts. Supervises the research of customer delinquent accounts; schedule non-payment disconnection. Responsible for the maintenance of residential, commercial and government utility records. Supervises the daily activities and safety of Utility Customer Care Representatives and/or customer care programs. Provides instruction and training to junior level staff and review work; conducts performance appraisals; provides appropriate corrective actions, as necessary. Prepare correspondences and technical reports for Utility Services Administrator. Review meter tampering cases as provided by Internal Auditor's office; bill accounts accordingly; provide findings to Utility Services Administrator for review and approval. Formulates utility policies and procedures and other appropriate guidelines. May work with other government agencies for customer related activities. Performs other duties as assigned. Performs quality assurance such as reviewing recorded phone calls of Utility Customer Care Representatives assisting customers and providing feedback and coaching if necessary.

HIGH SCHOOL DIPLOMA/ Skills Assessment Certificate – Pursuant to Public Law 26-87 (effective May 17, 2002) and as amended by P.L. 31-254 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, from a recognized, accredited or certified vocational technical institution, in a specialized field required for the job. For entry level positions a formal nationally recognized foundational skills assessment shall be required for consideration for employment.

PROHIBITION AGAINST SEX OFFENDERS: Pursuant to P.L. 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”.

EVALUATION METHOD:

A written test maybe required. When a written test is not required, applicants will be rated on a scale between 70.00 and 100 percent on the basis of their training, education and experience in relation to the minimum requirements of the positions.

INTERVIEWING PROCEDURE/INTERVIEW CONTACT:

Applicants certified for interview based on GPA Eligibility List will receive a **Notification of Certification and Interview Schedule**, Form #HR-NOC-01 via USPS mailing to their last known address. All applicants must contact the Human Resources Division to confirm their scheduled date and time of interview. For rescheduling of interview applicants must contact the Human Resources Division 2 days prior to date of scheduled interview. Applicants are responsible to update personal contact information to the GPA Human Resources Division at gpahr@gpagwa.com as necessary.

Interviews for all certified, eligible candidates, whether in-person, virtual, or telephonic, will be held by the

General Manager or his designee(s). **Individuals with disabilities requiring special accommodations must submit their request to the GPA Human Resources Division at gpahr@gpagwa.com or (671) 648-3130 no later than 2 business days prior to the scheduled interview date.** In accordance with Personnel Rules and Regulations Section 4.A.3.11, the General Manager, at his discretion, may schedule a selection interview immediately after the establishment of an eligibility list for the position. Applicants who are pending submission of supporting documents at the time the selection interview is scheduled will not be considered for certification purposes.

DISABILITY PREFERENCE:

Applicants wishing to claim Disability Preference should submit a Government of Guam Disability Certification form, certified by the Director of Public Health & Social Services.

VETERANS PREFERENCE:

Applicants claiming veteran preference are required to provide a copy of their DD-214 (Military discharge form, Member 4 copy). Those claiming Compensable Disability are required to provide a copy of a letter from the Veterans Administration.

EDUCATION:

Applicants claiming degrees or credit hours are required to submit official or verified copies of transcripts or high school diploma or GED certification.

HOW AND WHERE TO APPLY:

Interested applicants may call or visit the Human Resources Division at the Gloria B. Nelson Public Service Building at Route 15 Fadian, Mangilao, (671) 648-3130 between 8:00 a.m. and 5:00 p.m., Monday to Friday, excluding holidays, for additional information and to receive an application for employment (Form A). You may also visit <http://www.guampowerauthority.com/how-do-i/find-job-openings> to view current openings and download the GPA Employment Application. You may submit your application in person, through facsimile (671) 648-3160, or e-mail to gpahr@gpagwa.com. *NOTE: All applications MUST be received by the Human Resources office during regular business hours on or before the closing date of the job announcement irrespective of the form of transmission.

DRUG TESTING:

As approved by Board of Directors effective May 30, 1995, **all applicants tentatively selected for this position will be required to submit to urinalysis to screen for illegal drug use prior to appointment.**

IMPORTANT INFORMATION:

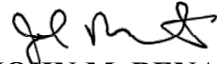
Public Law 99-603 (8 USC Section 1324A) requires the Government of Guam to verify the identity and work eligibility to all newly hired employees. All new employees shall be required to provide proof of identity and work eligibility to work in the United States. The Government of Guam is required to comply 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.

FOR FURTHER INFORMATION:

Call us at (671) 648-3130, e-mail us at gpahr@gpagwa.com or visit our office.

APPROVED BY:



**JOHN M. BENAVENTE, P.E.
GENERAL MANAGER**

“The Guam Power Authority is an Equal Opportunity Employer”

P.O. Box 2977, Hagatna, Guam 96932 Telephone No.: (671) 648-3130 Fax No.: (671) 648-3160 or
www.guampowerauthority.com

