The University of Guam does not discriminate on the basis of sex, race, color, religion, national or ethnic origin, disability unrelated to job requirements, age (except as permitted by law), citizenship status, marital status, or political affiliation. Furthermore, the University of Guam does not discriminate on the basis of sex in the admission to or employment in its educational programs or activities.

A N N O U N C E M E N T

November 09, 2026

OPEN AND PROMOTIONAL EXAMINATION FOR THE FOLLOWING CLASS TO ESTABLISH A LIST OF ELIGIBLES (SUBJECT TO AVAILABILITY OF FUNDS):

***Announcement No.* 023-27**

Code No. Position Title

1.117 CUSTOMER SERVICE REPRESENTATIVE

Salary Range:

Open: H-1 $32,355.00 – H-07 $40,443.00 Per Annum
Prom: H-1 $32,355.00 – H-18 $57,026.00 Per Annum

Opening Date: November 09, 2026
Closing Date: November 23, 2026

MINIMUM EXPERIENCE AND TRAINING:

a) One (1) 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.

QUALIFICATIONS REQUIRED:

Pursuant to Public Law 26-87 as amended by Public Law 29-113, all future employees of any position within the government of Guam will be required at minimum to possess one of the following:

1. A high school diploma; or
2. Successful completion of General Education Development (GED) Test; or
3. The equivalent of a general education high school program; or
4. Successful completion of a certification program, from a recognized accredited or certified vocational technical institution, in a specialized field for the job.

NATURE OF WORK IN THIS CLASS:

This is complex public contact work in providing assistance and responding to customer inquiries and requests for department or agency services.

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.

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 ensuring applicants fully understand the policies and procedures for services desired; provides information or 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; maintains 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.

EDUCATION:

Applicants claiming degrees or credit hours are required to upload a certified copy of the documents (e.g., unofficial transcripts, high school diploma, or GED certification) with an online job application through the UOG's online employment portal at https://uog.peopleadmin.com. Upon selection, the selected candidate will be required to submit official transcripts to the University of Guam Human Resources Office.

VETERANS / DISABILITY PREFERENCE:

Applicants claiming veteran's preference points are required to provide a copy of the DD-214 (Military Discharge form). Those claiming Compensable Disability are required to provide a copy of a letter from the Veterans Administration. Applicants claiming disability preference should submit a Government of Guam Certification, Certified by the Director of Public Health and Social Services.

1.117 CUSTOMER SERVICE REPRESENTATIVE #023-27

PREFERENTIAL HIRING STATUS:
As a recipient of an educational loan or merit scholarship, you are entitled to first offer of employment in accordance with Public Law 15-127 (notwithstanding any other laws which may supersede). To claim preferential hire, you must upload your eligibility letter from the University of Guam Financial Aid Office, along with your job application. Preference hiring is only awarded for initial employment. In addition, declining an offer will result in the removal of preferential hire status.

WORK ELIGIBILITY:
Submission of completed job applications authorizes the University of Guam to seek and obtain information regarding the applicant's suitability for employment. All factors which are job related may be investigated (i.e., previous employment, educational credentials, and criminal records). All information obtained may be used to determine the applicant's eligibility for employment in accordance with equal employment opportunity guidelines. In addition, the applicant releases previous employers and job-related sources from legal liability for the information provided.

Section 25103, Chapter 25, Title 10 of the Guam Code Annotated requires college or university employees to undergo a physical examination, to include a test for tuberculosis (skin or x-ray), prior to employment and at least annually thereafter. A report of such examination must be conducted by a licensed physician within a state or territory of the United States and must be submitted upon request.

Federal law requires presentation of eligibility to work in the United States within seventy-two (72) hours of reporting for employment. Specifically, 8 USC 1324A requires the employer to verify the identity and eligibility to work in the United States of all newly hired employees. The University of Guam is required to comply with this law on a non-discriminatory basis. If you are hired to fill a position within the University of Guam, you will be required to present valid documents to comply with the law.

POLICE AND COURT CLEARANCE:
Pursuant to Public Law No. 28-24 and Executive Order 2005-34, applicants selected for a position are required to provide original police and court (Superior Court of Guam) clearances of no more than three (3) months old prior to commencement of employment. Off-island applicants must obtain clearances from their place of residence. Applicants are responsible for fees associated with obtaining the clearances.

HOW TO APPLY:
All applicants must submit an online job application through UOG's online employment portal system at https://uog.peopleadmin.com and upload supporting documents with their application. For further information, please call 735-2350.

UNIVERSITY INFORMATION:
Information on the University 's campus security and fire safety may be accessed at https://www.uog.edu/safety-security/.

THE UNIVERSITY OF GUAM IS AN EQUAL OPPORTUNITY EMPLOYER AND PROVIDER:
The University of Guam complies with Public Law 24-109 in reference to the provisions and requirements of the Americans with Disabilities Act. Assistance in EEO/ADA matters and inquiries concerning the application of Title IX and its implementing regulations may be referred to the University's Director, EEO and Title IX/ADA Coordinator, located at the EEO/ADA and Title IX Office, Dorm II, Iya Hami Hall, Room 104, Telephone No. (671) 735-2244; TTY (671) 735-2243; or to the Office of Civil Rights (OCR).

Joseph Gumataotao (Nov 9, 2026 16:16:13 GMT+10)

JOSEPH B. GUMATAOTAO
Chief Human Resources Officer

Customer.Service.Representative.11/09/2026
Approved by CHRO 11/09/2026