



GUAM MEMORIAL HOSPITAL AUTHORITY

ATURIDÁT ESPETÁT MIMURIÁT GUÁHÁN

850 Governor Carlos Camacho Road, Tamuning, Guam 96913
Operator: (671) 647-2330 or 2552 | Fax: (671) 649-5508



AREA OF CONSIDERATION – DEPARTMENTAL COMPETITIVE (This examination is for permanent classified employees within the Guam Memorial Hospital Authority)

TO ESTABLISH A LIST FOR THE POSITION OF **PATIENT SERVICE SUPERVISOR**

OPEN: March 19, 2025

CLOSING DATE: April 1, 2025

ANN. NO.: 25-50

GENERAL PAY PLAN

OPEN: I-01 \$34,886.00 P/A to I-10 \$47,891.00 P/A
PROMOTION: I-01 \$34,886.00 P/A to I-18 \$61,487.00 P/A

MINIMUM EXPERIENCE AND TRAINING:

- A) Three (3) years of experience in hospital admissions work and graduation from high school; or
- B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

NATURE OF WORK:

This is complex supervisory work involving billing and medical services activities of the hospital admitting office.

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 the work of subordinate admissions personnel on assigned shift. Assists in developing new policies, procedures and other program guidelines to improve program effectiveness. Explains and enforces new policies, procedures and other program guidelines. Reviews in-patient admissions and out-patient history sheets for completeness, accuracy and conformance with established requirements and guidelines. Discusses hospital rates and payment plans with patients or their representatives; refers patients to the appropriate office regarding financial restitution. Prepares correspondence, statistical and other reports. Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

- Knowledge of hospital admission policies, procedures and program requirements.
- Knowledge of hospital billing and collection requirements.
- Knowledge of the financial policies and benefits provided by HMO's, Indemnity Plans, Medicaid and Medicare.
- Knowledge of standard medical nomenclature and terminology relating to disease, operations and therapies.
- Ability to supervise the work of others.
- Ability to interpret and apply pertinent program guidelines and requirements.
- Ability to evaluate operational effectiveness and recommend changes in policies and procedures to improve effectiveness.
- Ability to make work decisions in accordance with appropriate program guidelines.
- Ability to work effectively with the public and employees.
- Ability to communicate effectively, orally and in writing.
- Ability to maintain records and prepare reports.

EXAMINATION REQUIREMENTS: A written test may be 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. **Individuals with disabilities who require special accommodations should contact this office prior to any scheduled examination.**

EDUCATION REQUIREMENT: Applicants claiming education accomplishment, such as, degrees or credits are required to submit official or verified copies of university or college transcripts. Pursuant to Public Law 29-113, effective September 30, 2008, all new employment in the service of the government of Guam shall have, as a reasonable measure of job performance, minimum requirement of high school diploma or a successful completion of 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.

DRUG SCREENING AND PRE-EMPLOYMENT PHYSICAL MEDICAL EXAMINATION: All applicants tentatively selected for this position are required to submit to a urine test to screen for illegal use of drugs prior to appointment. All applicants accepting employment with Guam Memorial Hospital Authority must take and pass a pre-entry Physical Examination.

PRIMARY SOURCE VERIFICATION: Applicants applying for positions in the Nursing and/or Allied Health Professional positions requiring licensure pursuant to Public Law 24-329 or National Credentialing Institution must obtain a verification of licensure upon notification of selection as a condition of employment. All cost incurred for licensure/ certification verification is at the applicant's expense.

VETERANS' PREFERENCE: Applications claiming veteran's preference are required to provide a copy of their DD-214 (Military discharge member 4 form). Those claiming Compensable Disability are required to provide verification from the Veteran's Administration.

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.

POLICE AND COURT CLEARANCE: Pursuant to Executive Order No. 2005-34 and Public Law No. 28-24, all applicants accepting employment with Guam Memorial Hospital Authority must submit a police and Superior Court of Guam clearance of no more than 3 months old from the date of notification of selection as a condition of employment. The cost of the clearances is the applicant's responsibility. Off-Island applicants must obtain clearances from their last place of residence.

AREA OF CONSIDERATION AND INTERVIEW PROCESS: A personal interview, interview by telephone or video conferencing will be held by the appointing authority or his designee for eligible candidates referred via certification. Certification for interviews are prepared from valid eligibility listings in accordance with the area of consideration or examination and in the following order if available: 1) Departmental; 2) Government-wide; and 3) Open Competitive. Candidates will be contacted accordingly during active recruitment when their names are reached on the appropriate list.

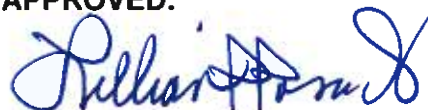
Important Note: Individuals with disabilities who require special accommodations should contact the Equal Employment Opportunity Office at (671) 647-2104, prior to any scheduled interviews. If traveling off-island and/or if contact information has changed, all eligible candidates are responsible for notifying the Human Resources Office of any changes in contact information to include email and mailing addresses.

IMPORTANT INFORMATION: Public Law 99-603 (8USC, 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 to work in the United States.

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.

WHERE TO APPLY: Applicants must submit the "Guam Memorial Hospital Authority – Employment Application" to the Guam Memorial Hospital Human Resources Department between the hours of 7:00 a.m. to 5:00 p.m., Monday through Friday. Closed on official Government Holidays, Saturday and Sunday or via email to human.resources@gmha.org. To ensure full consideration of your application, all supporting documents must be submitted with the application. For further information, call (671) 647-2409/2171 or visit the Guam Memorial Hospital Authority Human Resources Department at 850 Gov. Carlos Camacho Road Oka, Tamuning, Guam 96913. The Human Resources Department is located on the first floor within the Administration offices or visit the "gmha.org website" for other employment opportunities.

APPROVED:



LILLIAN Q. PEREZ-POSADAS, MN, RN
Hospital Administrator/CEO