



GUAM MEMORIAL HOSPITAL AUTHORITY

ATURIDÁT ESPETÁT MIMURIÁT GUÅHÅN

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



AREA OF CONSIDERATION – OPEN COMPETITIVE

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

OPEN: October 15, 2024

CLOSING DATE: CONTINUOUS

ANN. NO.: 25-13

GENERAL PAY PLAN

OPEN: H-01 \$32,355.00 P/A to H-10 \$44,417.00 P/A
PROMOTION: H-01 \$32,355.00 P/A to H-18 \$57,026.00 P/A

MINIMUM EXPERIENCE AND TRAINING:

- A) One (1) year 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 public service and administrative work involving the admissions and ancillary services of the hospital.

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.)

Interviews patient or representative to obtain information needed in completing the patient history sheet and completes all required admission forms. Types addressograph plate and I.D. band; assigns patient to room or ward; escorts patient or arranges for escort to assigned room or ward. Types admission and discharge records and routes to designated department; types patient listing and maintains admission and discharge ledgers. Discusses hospital rates and payment plans with patient or representative; receives payment/deposit from patients; compiles data for occupancy and census records. Maintains records and prepare reports. Performs other related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

- Knowledge of admission policies, procedures and program requirements.
- Ability to interpret and apply hospital rates and various medical services.
- Ability to make decisions in accordance with established policies and other regulations.
- Ability to perform arithmetic computations.
- Ability to tactfully handle irrate patients or representatives and maintain self-control.
- Ability to work effectively with the public and employees.
- Ability to communicate effectively, orally and in writing.
- Ability to maintain records and prepare reports.
- Ability to type and operate standard office machines and basic computer related equipment.

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.

CMS OMNIBUS COVID-19 HEALTHCARE STAFF VACCINATION REQUIREMENT: Pursuant to CMS regulation, all eligible staff, both current and new, working at either the acute hospital or the Skilled Nursing Facility, are required to be fully vaccinated against COVID-19. The CMS mandate applies to all eligible staff working at almost all CMS-certified facilities that participate in the Medicare and Medicaid programs. This includes facility employees, licensed practitioners, students, trainees, vendors, contractors and volunteers. Additionally, this includes individuals who provide care, treatment, or other services for the facility and/or its patients under contract or other arrangements, even at a third party location.

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 and COVID screening and show proof of COVID vaccination.

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.

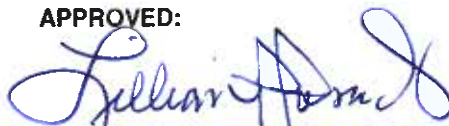
Important Note: Individuals with disabilities who require special accommodations should contact the Equal Employment Opportunity Office at (671) 647-2104, prior to any scheduled interviews. If traveling off-island and/or if contact information has changed, all eligible candidates are responsible for 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 7:00 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