

# GUAM MEMORIAL HOSPITAL AUTHORITY

## JOB ANNOUNCEMENT

TO ESTABLISH A LIST FOR THE POSITION

### GUEST RELATIONS COORDINATOR

CLASS CODE: 2.128

#### AREA OF CONSIDERATION – OPEN COMPETITIVE

(This examination is for all GMHA Employees and the Public.)

OPEN: DECEMBER 3, 2020

CLOSING DATE: CONTINUOUS

ANN. NO.: 21-15

**SALARY-**

**OPEN:** N-01 \$45,014.00 to N-10 \$61,796.00 per annum  
**PROMOTION:** N-01 \$45,014.00 to N-18 \$79,338.00 per annum

**MINIMUM EXPERIENCE AND TRAINING:**

- a) Three (3) years of experience in program management for a complex service organization and graduation from a recognized college or university with a Bachelor's degree in public or business administration; or
- b) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

**NATURE OF WORK:**

This is a highly responsible professional work involved in developing, planning, and evaluating the implementation for defining the Hospital's guest and patient relations program.

Employees in this class requires a strong and sincere commitment to excellence in guest relations, is able to work independently and in a variety of groups. The work is performed under the supervision of the Assistant Administrator – Administration.

**MINIMUM KNOWLEDGE, ABILITIES, AND SKILLS:**

- Knowledge of the principles, practices, methodologies of the Patient Self Determination Act of 1990.
- Knowledge of all JCAHO Standards which address patient rights, complaints and advanced directives.
- Knowledge of the Patients' Rights and Responsibilities statements.
- Knowledge of the agency's program objectives, policies, standards, procedures and activities.
- Ability to make work decisions in accordance with appropriate program guidelines.
- Ability to interpret and apply laws, standards, and pertinent program guidelines.
- Ability to evaluate service effectiveness and recommend or initiate changes in policies, procedures and program requirements to improve effectiveness.
- Ability to organize and present clearly, oral and written technical reports and recommendations.
- Ability to work effectively with ambulatory and non-ambulatory patients.
- Ability to work effectively with patient family, the public and employees.
- Ability to communicate effectively, orally and in writing.
- Ability to maintain records and prepare reports.



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**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.

**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 resident.

**PRE-EMPLOYMENT PHYSICAL MEDICAL EXAMINATION:**

All applicants accepting employment with Guam Memorial Hospital Authority must take and pass a pre-entry Physical Examination as a condition of employment. Expenses for the physical/medical examination must be paid by the applicant.

**AREA OF CONSIDERATION AND INTERVIEW PROCESS:**

A personal interview or interview by telephone (if off-island) 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 this office 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.

**DRUG SCREENING:**

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.

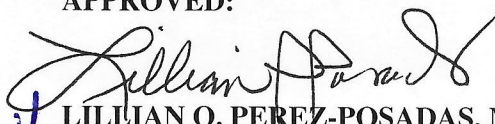
**IMPORTANT INFORMATION:** Public Law 99-603 (8USC, Section 1324A) requires the Government of Guam to verify the identity and work eligibility of all newly hired employees. All new employees shall be required to provide proof of identity and work eligibility to work in the United States.

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 "Government of Guam - Employment Application - Form A" to the Guam Memorial Hospital Human Resources Department between the hours of 7:00 a.m. to 4:00 p.m., Monday through Friday. Closed on official Government Holidays, Saturday and Sunday. To ensure full consideration of your application, all supporting documents must be submitted with the application. For further information, call **647-2320/2223** 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.

**"TO PROVIDE QUALITY PATIENT CARE IN A SAFE ENVIRONMENT"**

**APPROVED:**

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

**"EQUAL OPPORTUNITY EMPLOYER"**