



**CONSOLIDATED COMMISSION ON UTILITIES**  
Guam Power Authority | Guam Waterworks Authority  
P.O. Box 2977 Hagatna, Guam 96932 | (671)649-3002 | guamccu.org

**GPA RESOLUTION NO. FY2022-24**  
**GWA RESOLUTION NO. 24-FY2022**

**RELATIVE TO THE CREATION AND APPROVAL OF**  
**POSITION CLASSIFICATION SPECIFICATIONS FOR**

**UTILITY CUSTOMER CARE REPRESENTATIVE I**  
**UTILITY CUSTOMER CARE REPRESENTATIVE II**  
**UTILITY CUSTOMER CARE REPRESENTATIVE III**  
**UTILITY CUSTOMER CARE REPRESENTATIVE SUPERVISOR**

**WHEREAS**, under 12 G.C.A. § 8104, the Consolidated Commission on Utilities (“CCU”) has plenary authority over financial, contractual, personnel and policy matters relative to the Guam Power Authority (“GPA”); and

**WHEREAS**, under 12 G.C.A. § 14105, the Consolidated Commission on Utilities (“CCU”) has plenary authority over financial, contractual, personnel and policy matters relative to the Guam Waterworks Authority (“GWA”); and

**WHEREAS**, GPA and GWA are Public Corporations established and existing under the laws of Guam; and

**WHEREAS**, The Customer Services Representative (CSR) series was initially created in July 1980, which at the time was under the purview of the Civil Service Commission (CSC) with the intent of the CSR to respond to customer-related inquiries and perform basic administrative and clerical duties.

**WHEREAS**, GPA and GWA continue to modernize operations by improving and expanding services and implementing new programs and initiatives to provide customers greater access to information and control of their utility usages; and

1           **WHEREAS**, Utility Customer Care Representatives play a vital role in transforming  
2 GPA and GWA customer experience from 1980's transactions type to integrating new modern  
3 transaction and monitoring tools, and providing education and expertise across GPA and GWA  
4 as customers apply new technologies to better manage their power and water consumption.;  
5 and

6  
7           **WHEREAS**, GPA and GWA need for a framework to address, educate, and empower  
8 the customer remains a priority. Education and empowerment underscore the significance of  
9 the Utility Customer Care Representative positions. These skill sets needed to educate and  
10 empower the customer are the foundation for changing the relationship between the utility and  
11 the consumer and providing a structured path for Utility Customer Care Representatives to  
12 progress into a "One Utility" service model.

13  
14           **WHEREAS**, GPA and GWA General Managers request the CCU to approve the  
15 creation of the Utility Customer Care Representative series in the classified status  
16 (Attachments A-D); and

17  
18           **WHEREAS**, GPA and GWA General Managers request the CCU to approve the job  
19 specifications standards of the Utility Customer Care Representative I, Utility Customer Care  
20 Representative II, Utility Customer Care Representative III, and the Utility Customer Care  
21 Representative Supervisor; and

22  
23           **WHEREAS**, Public Law 34-131, Section 2, §6303(e) as added and 4 GCA §6303 (d)  
24 & (2C) authorizes the creation of positions in Autonomous Agencies and Public Corporations;  
25 and

26  
27           **WHEREAS**, GWA Personnel Rules and Regulations as amended by Public Law 28-  
28 159 Section 3 (C) authorizes the CCU to amend, modify or add a position to the list of certified,  
29 technical, and professional positions;

30  
31           **NOW BE IT THEREFORE RESOLVED**, the Consolidated Commission on  
32 Utilities, as the Governing Body of the Guam Power Authority and the Guam Waterworks  
Authority, does hereby approve and authorize the following:

1  
2 1. To approve the creation of the following positions in the classified service and  
3 add these positions to the Certified, Technical, and Professional (CTP) list of  
4 positions:

- 5 ➤ Utility Customer Care Representative I
- 6 ➤ Utility Customer Care Representative II
- 7 ➤ Utility Customer Care Representative III
- 8 ➤ Utility Customer Care Supervisor

9 2. To adopt proposed minimum and maximum range of compensation for both the  
10 GPA and GWA, in accordance with the Strategic Pay Methodology as follows:

Benchmark Position	Implementation Ranges @ 20th Market Percentile (2017 Market data) - 5 Substep Spread								
	JE Points	Structural Adjustment - MIN				Structural Adjustment - MAX			
		Base Salary	Grade	Step	Sub Step	Base Salary	Grade	Step	Sub Step
Utility Customer Care Representative I	461	35,366	G	5	A	36,802	G	6	A
Utility Customer Care Representative II	496	41,743	H	7	A	43,437	H	8	A
Utility Customer Care Representative III	580	51,132	I	9	B	53,208	I	10	B
Utility Customer Care Supervisor	795	59,686	K	5	C	62,109	K	6	C

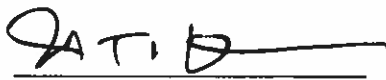
16 3. Upon approval of creation, both GPA and GWA shall conduct timely  
17 reclassification audits on current employees. Determination of audit findings  
18 shall not adversely affect impact incumbent employee salary.

19 4. The CCU authorizes the respective General Managers to remove existing  
20 Customer Service Series from its CTP list of positions, as necessary.

21 **RESOLVED**, that the Chairman certified and the Board Secretary attests to the  
22 adoption of this Resolution.

23  
24 **DULY AND REGULARLY ADOPTED**, this 26<sup>th</sup> day of July 2022.

26 Certified by:

27 

28 **JOSEPH T. DUENAS**  
29 Chairperson

26 Attested by:

27  (ACTING)

28 **MICHAEL T. LIMTIACO**  
29 Secretary

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## UTILITY CUSTOMER CARE REPRESENTATIVE I

### **NATURE OF WORK IN THIS CLASS:**

This is routine utility customer service work.

Under direct supervision, employees in this class perform routine customer service duties involving the processing of utility services and providing billing information for the Guam Power Authority or Guam Waterworks Authority.

**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.)*

Directly interact with customers through various communication modes to receive, respond and process all classes of electric, water and sewer service applications for routine customer inquiries, new installations, service terminations, reconnections, account changes, general billing inquiries and disputes, payment plans, and utility infrastructure services.

Reviews applications, determines eligibility and calculates initial deposits required; Establish and maintain customer records in Customer Information System (CIS) and manual file; Process and update account changes by data entry, to include billing information and service address changes.

Uses utility services rules, ordinances, policies and rate schedules to explain service fees, rates, and procedures to customers.

Assist with customer inquiries and complaints; may determine appropriate action within established guidelines.

Prepares daily, weekly, or monthly reports related to utility activities; maintains pertinent logs; Assist in compiling data for customer reconciliation reports and special reports.

Generates work orders and service calls for utility related activities for all classes of services.

Performs related duties as required.

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

Knowledge of modern office practices and procedures.

Knowledge of business data processing principles and the use of basic computer software and hardware.

Ability to learn, interpret and apply utility codes, regulations, policies, and procedures related to utility services.

Ability to navigate Customer Information System (CIS) and computerized programs to complete customer-related tasks.

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.

Ability to work effectively with the public and employees.

Ability to maintain records and prepare reports.

**MINIMUM EXPERIENCE AND TRAINING:**

- A) One (1) year of customer service experience involving public contact work, administrative and clerical experience and graduation from high school or equivalent; 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.

**Established:** July 2022



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**JOSEPH T. DUENAS, Chairman**  
**Consolidated Commission on Utilities**

## UTILITY CUSTOMER CARE REPRESENTATIVE II

### **NATURE OF WORK IN THIS CLASS:**

This is moderately complex utility customer service work.

Under general supervision, employees in this class perform a variety of routine and moderately complex utility customer service duties involving the processing of utility services and providing billing information for the Guam Power Authority and/or Guam Waterworks Authority.

**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.)*

Directly interact with customers through various communication modes to receive, respond and process all classes of electric, water and sewer service applications for customer inquiries, new installations, service terminations, reconnections, account changes, billing inquiries and disputes, payment plans, and utility infrastructure services.

Reviews applications, determines eligibility and calculates applicable fees required; Establish and maintain customer records in Customer Information System (CIS) and manual file; Process and update account changes by data entry, to include billing information and service address changes.

Assist to conduct moderately complex research on utility related activities; determines facts and reports findings; may recommend applicable adjustments to customer accounts.

Uses utility services rules, ordinances, policies and rate schedules to explain service fees, rates, and procedures to customers; may recommend waiving fees under appropriate circumstances.

Assist with customer inquiries and complaints; may recommend appropriate action within established guidelines.

Prepares daily, weekly, or monthly reports related to utility activities; maintains pertinent logs; compiles data for customer reconciliation reports and special reports.

Generates work orders and service calls for utility related activities for all classes of services.

Prepares customer service correspondence and memoranda.

Performs related duties as required.

**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 effective customer service and public relations techniques.

Knowledge of business data processing principles and the use of basic computer software and hardware.

Ability to navigate Customer Information System (CIS) and computerized programs to complete customer-related tasks.

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.

Ability to work effectively with the public and employees.

Ability to maintain records and prepare reports.

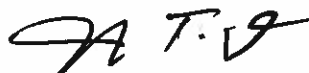
**MINIMUM EXPERIENCE AND TRAINING:**

- A) Two (2) years of experience as a Utility Customer Service Representative I and graduation from high school or equivalent; 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.

**Established:** 26 July 2022



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**JOSEPH T. DUENAS, Chairman**  
**Consolidated Commission on Utilities**



## UTILITY CUSTOMER CARE REPRESENTATIVE III

### **NATURE OF WORK IN THIS CLASS:**

This is complex utility customer service work.

Employees in this class independently perform a variety of complex utility customer service duties involving the processing of utility services and providing billing information for the Guam Power Authority and/or Guam Waterworks Authority.

**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.)*

Directly interact with customers through various communication modes to receive, respond and process all classes of electric, water and sewer service applications for new installations, service terminations, complex billing inquiries and disputes, payment plans, prepaid plans and utility infrastructure services.

Reviews applications, determines eligibility and calculates applicable fees required; Establish and maintain utility accounts in Customer Information System (CIS); Process and update account changes by data entry, to include billing information and service address changes; may recommend applicable adjustments and corrections.

Interprets utility services rules, ordinances, policies and rate schedules to explain service requirements, fees, rates, and procedures to customers; Provides technical assistance to customer service staff for complex related inquiries; Reviews and approves requests to waive fees from junior level Utility Customer Care Representatives

May lead the work of other Utility Customer Care Representatives or customer care programs; may provide instruction and training to junior level staff and review work regarding correctness, accuracy, and adherence to general service level and quality standards.

Conducts complex research on utility related activities; determines facts and reports findings.

May conduct research, assessment and processing of customer claims filed against the Utilities; research fair or depreciated market value for damaged appliance or household goods; provides recommendation to committee for resolution; may serve on various internal committees as a customer care representative.

Research, analyze and resolve disputed billing and collection accounts; prepare statistical data and analysis for management review.

Assist in analyzing and recommending improvements to utility services, records, billing information, metering methods and other related information.

Assist to handle escalated customer service inquiries and complaints through direct action within established guidelines.

Prepares and analyze daily, weekly, or monthly reports related to utility activities; maintains pertinent logs; compiles data for customer reconciliation reports and special reports.

Assist the Customer Service Supervisor or Utility Services Administrator with special projects and assignments.

Generates work orders and service calls for service transactions for all classes of utility services.

Performs related duties as required.

**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 effective customer service and public relations techniques.

Knowledge of business data processing principles and the use of basic computer software and hardware.

Ability to navigate Customer Information System (CIS) and computerized programs to complete customer-related tasks.

Ability to research and analyze information related to fees, billing, and/or collections.

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 lead and train the work of others.

Ability to compose correspondences independently.

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.

Ability to maintain records and prepare reports.

**MINIMUM EXPERIENCE AND TRAINING:**

- A) Four (4) years of experience as a Utility Customer Care Representative, including two (2) years as a Utility Customer Care Representative II and graduation from high school or equivalent; 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.

**Established:** July 2022



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**JOSEPH T. DUENAS, Chairman**  
**Consolidated Commission on Utilities**

## **UTILITY CUSTOMER CARE SUPERVISOR**

### **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.

**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.

**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.

**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.

**Established:** July 2022

A handwritten signature in black ink, appearing to read 'J. T. Duenas', written over a horizontal line.

**JOSEPH T. DUENAS, Chairman**  
**Consolidated Commission on Utilities**