



## OPEN JOB ANNOUNCEMENT

### Covid-19 Testing Site Concierge Service Representative (Limited Term Appointment)

**ANNOUNCEMENT NO.:** 2022-006

**DATE POSTED:** June 17, 2022

**CLOSING DATE:** Until Filled

**PAY RANGE:** \$12.75 per hour

**Position Title:** GVB Covid-19 Testing Site Concierge Service Representative

**Reports to:** Director of Destination Development  
Senior Destination Specialist

**Summary:** The Guam Visitors Bureau (GVB) and the Guam Department of Public Health and Social Services (DPHSS) are working in partnership to provide free Covid-19 testing to visitors from our overseas markets. The Covid-19 testing program provides a unique, competitive advantage for Guam and GVB wants to ensure a quality visitor experience for participants. The testing site ambassador will provide frontline hospitality services that will ensure a smooth, expedited experience for visitors at the (4) GVB testing site locations.

This position generally serves as the first point of contact between visitors and the DPHSS Covid-19 testing site personnel. Personnel is expected to answer visitor inquiries, provide guidance on testing and result procedures, and serve as liaisons between DPHSS personnel and GVB.

#### Requirements:

- Valid Guam Driver's License.
- Reliable Transportation.
- Authorized to work in the United States
- Must be able to carry/lift boxes or items up to 50 lbs.

#### Minimum Experience & Training:

- One year of clerical experience involving public contract work and arithmetic computations; or
- Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.



### **Essential Functions:**

- Greet guests with a positive and helpful attitude.
- Guide and assist guests into appropriate queues.
- Assist guests at the registration counter and in completing required testing forms.
- Perform clerical duties such as filing, sorting, printing, and photo-copying.
- Receive and relay information and issues to GVB supervisors.
- Maintain Covid-19 protective protocols and procedures (i.e use of personal protection equipment and maintaining sanitization).
- Perform other related duties as required.

### **Knowledge, Skills & Abilities:**

- Ability to learn and operate standard office machines and equipment(s)
- Ability to communicate effectively orally and in writing
- Ability to maintain records
- Ability to work with non-native English-speaking guests
- 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 maintain records and prepare reports.

### **Key Competencies:**

1. Communication Proficiency
2. Flexibility
3. Interpersonal Relations
4. Personal Credibility
5. Thoroughness
6. Problem Solving
7. Collaboration Skills

### **Supervisory Responsibility:**

This position has no supervisory responsibilities.

### **Work Environment:**

This job operates at the (4) GVB testing locations, located indoors at the hotel and retail establishments. The testing sites may hold daily volumes of 100pax or more. This role may utilize standard office equipment such as computers, phones, and photocopiers. While the concierge role will not be administering Covid-19 tests,



they will come into contact with visitors who are present for testing. Therefore, the use of personal protective equipment such as masks and gloves is recommended.

**Physical Demands:**

This would require the ability to lift up to 50lbs bankers' box files, and bend, stoop or climb stairs as necessary.

Due to the nature of the post, there will be an expectation of prolonged standing and the ability to wear personal protective equipment.

**Other Duties:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Interested internal and external applicants may pick up and/or submit a GVB job application at/to the GVB Main Office, 401 Pale San Vitores Road, Tumon, Guam 96913 between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, except designated holidays. Applications will be available online at the GVB website. For further or additional information please call the GVB office at 1 (671) 646-5278. GVB requires pre-employment drug testing.**

**GVB is an Equal Opportunity Employer and a Drug-Free Workplace**

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**CARL TC GUTIERREZ**  
**President & CEO**