NATURE OF WORK IN THIS CLASS:

This is routine investigative work involving the licensure and credentialing of various health professionals to maintain compliance with all applicable local and federal laws, rules and regulations governing health professional licensure.

An employee in this class conducts in-depth investigations into complaints and violations brought before the professional licensing boards to ensure validity of licensed individuals and meets professional and ethical standards.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Reviews initial complaints or allegations from the public, other licensees, or regulatory agencies to determine jurisdiction and establish an investigative plan.

Investigates complaints that were filed with the Board within the Health Professional Licensing Office.

Verifies that all regulatory policies and procedures have been documented, implemented, and communicated with stakeholders.

Investigates health care clinics, cosmetology establishments, Optometry Clinics, Dental Clinics, EMS Agencies, and other related facilities under the purview of the Health Professional Licensing Office to ensure compliance with the policies, rules and regulations.

Conducts comprehensive field investigations of healthcare clinics, cosmetology salons, and EMS agencies to verify adherence to HPLO statutory mandates, including auditing sterilization logs, verifying practitioner credentials, inspecting chemical storage, and securing physical evidence in response to formal public complaints or suspected unlicensed activity.

Collects information such as patient medical charts, billing statements, financial documents, and prescription logs to ensure compliance and adherence with laws, regulations, board policies, HIPAA and confidentiality laws and provide recommendations to make judgement.

Conducts investigative interviews using established professional and legal interviewing techniques to obtain sworn statements and relevant information.

Conducts field and desk investigations into allegations of unprofessional conduct, incompetence, negligence, criminal activity, or fraud.

Prepares comprehensive reports using information collected from investigations; presents findings to administrator, Board and/or legal counsel.

Performs other related duties as assigned.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of principles, practices, and techniques of civil and criminal investigations.

Knowledge of the rules of legal evidence relative to the collection, preservation, and identification of evidence.

Knowledge of licensing and regulatory requirements to ensure they are properly implemented.

Knowledge of health professional licensing standards, rules and regulations.

Knowledge of medical/health training standards.

Ability to plan, organize and conduct investigations in accordance with local and federal laws.

Ability to gather facts and information through interview, research, observation and examination of records.

Ability to testify in court as a government witness.

Ability to maintain confidential records and prepare investigative reports.

Ability to work effectively with others.

Ability to communicate effectively orally and in writing.

Skill in the safe operation of a motor vehicle.

MINIMUM EXPERIENCE AND TRAINING:

A. Two (2) years of civil or criminal investigative work, and a Bachelor's degree in Criminal Justice, Business or Public Administration, political science, behavioral or social science; **or**

B. Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

NECESSARY SPECIAL QUALIFICATIONS:

Must possess a valid Guam Driver's License

ESTABLISHED:	**MARCH 2026**		
PAYGRADE:	**L (GPP)**		
HAY EVALUATION:	**KNOW-HOW:**	**E I I**	**175**
	PROBLEM SOLVING:	**D 3 (33%)**	**57**
	ACCOUNTABILITY:	**D 1 C**	**66**
	TOTAL POINTS:		**298**

EDWARD M. BIRN, Director
Department of Administration

LOURDES A. LEON GUERRERO
Governor of Guam