



Office of the Governor

Government of Guam

Ricardo J. Bordallo Governor's Complex
Marine Corps Drive
Adelup, Guam

Lourdes A. Leon Guerrero
Governor of Guam

Joshua F. Tenorio
Lt. Governor of Guam

Tony Babauta
Chief of Staff

Jon Junior Calvo
Deputy Chief of Staff

STANDARD OPERATING PROCEDURE

DIVISION/SECTION: DEPUTY CHIEF OF STAFF		
NUMBER: SOP2019-___	DATE OF ISSUE: April 15, 2019	EFFECTIVE DATE: April 15, 2019
SUBJECT: OFFICE OF THE DEPUTY CHIEF OF STAFF		

Oversee Adelup Operations

- 1) The Office of the Deputy Chief of Staff (“DCOS”) plans, organizes and manages the daily operations in the Governor’s Complex, Adelup.
- 2) The DCOS Office is responsible for the overall well-being of all the departments.
- 3) Determine the needs within the departments and work together to resolve issues.
- 4) Set policies and guidelines to completing tasks.

Attend weekly meetings with the Gov/Lt. Gov/Chief of Staff

- 1) Discuss overview of the week.
- 2) Plan for any future action items.

Manage delegated tasks from Governor & Lt. Governor

- 1) Receive delegated tasks from Governor and Lieutenant Governor
- 2) Complete tasks with the specific resources and tools
- 3) Represents the Governor or Lieutenant Governor at meeting, functions, or events

May prepare the following documents:

- 1) Correspondence/Letters, Memorandums, Press Releases, Governor Circulars.
- 2) Properly format documents as requested.

- 3) Upon approval, all documents are logged electronically into “DCOS Incoming Documents” log sheet.

Incoming Documents

- 1) Receive all incoming documents vetted through Central Files via standard mail, email, and hand deliver.
- 2) Ensure all information is kept confidential.
- 3) All documents are logged and recorded electronically into Excel Folder ‘Central Files Received Documents’ “DCOS Incoming Documents”
- 4) Received documents are distributed accordingly to relevance, files, and approval/rejection.
 - a. At the direction of the DCOS, log down the instructions onto the ‘comments’ column in the Central Files Received Documents (Excel Doc).
- 5) Draft, edit, or approve letters prior to the Chief of Staff, Lieutenant Governor or Governor’s review either in a new Word Document or Google Docs through email account.

Manage Calendar Scheduling

- 1) Review calendar at the start of every week located in Google Docs/Calendar.
- 2) List any action items and prepare accordingly by importance for Deputy Chief of Staff.
- 3) Follow-up on calendar and set reminders, provide a verbal reminder to Deputy as needed.
- 4) Review calendar throughout the day for any updates on email or verbal notification.

Maintain Filing System

- 1) After reviewing and filtering, the documents are then securely filed away according to issue.
 - a. File folders are located in the bottom right file drawer.
- 2) If specific file folders aren’t available create a new folder.
- 3) Properly label folder according to issue.
 - a. Use the hand held label maker located in the middle desk drawer.

Intaking Visitors

- 1) Monitor and intake incoming visitors. Log visitors down on calendar on Google who met with Deputy.
- 2) Interact with visitors/clients
- 3) Manage elevated constituent inquiries

- 4) Ensure all visitors are seen and

Incoming Phone Calls

- 1) Answer incoming phone calls with “Hafa Adai! Office of the Governor; Deputy Chief of Staff.”
- 2) Interact with visitors, clients, colleagues
- 3) Manage elevated constituent inquiries
- 4) Ensure all visitors are seen and

Daily Briefs

- 1) Review the prepared daily briefs to prepare for the day.

References:

Electronic Log Sheet for Received Documents
Email Program or Outlook
Calendar and Scheduled for the Deputy Chief Of Staff

subject to change with notice

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