

Honorable Pulaali'i Nikolao Pula  
Governor

Honorable Pulumata'ala Ae Ae Jr.  
Lieutenant Governor



Titiaoalii Dr. Asenati Ietitaia Sa'au-Umi  
DHR Acting Director

Max Tuitele  
Deputy Director

Falo Johansson  
Deputy Director

AMERICAN SAMOA GOVERNMENT  
DEPARTMENT OF HUMAN RESOURCES  
PAGO PAGO, AMERICAN SAMOA 96799

**JOB ANNOUNCEMENT**

|                                                                   |                                                                               |                                                                            |                                           |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------------|-------------------------------------------|
| <b>Job Title:</b><br><i>Program Reviewer I</i>                    |                                                                               | <b>Posting Date:</b><br><i>April 29, 2026</i>                              | <b>Serial No.:</b><br><i>064-26</i>       |
| <b>Department/Division:</b><br><i>Human &amp; Social Services</i> |                                                                               | <b>Closing Date:</b><br><i>May 04, 2026</i>                                | <b>Announcement No.:</b><br><i>064-26</i> |
| <b>Type of Position:</b><br><i>Permanent Appointment</i>          | <b>Posting Type:</b><br><i>Employment Opportunity/<br/>Open to the Public</i> | <b>Pay Grade and Salary Range:</b><br><i>GS-11/\$17,069 - \$42,419p.a.</i> |                                           |

**General Description:**

Conduct program evaluation activities for the American Samoa WIC Program Division, Department of Human and Social Services.

**Key Duties and Responsibilities:**

- Conduct review of Certification, Eligibility and Coordination of services to ensure policies and procedures in applying for services and other requirements have been met prior to enrollment.
- Conduct review of Food Delivery and Food Instrument Accountability and Control.
- Conduct review of Nutrition Education; Food Funds Management; Caseload Management.
- Conduct review of Civil Rights requirement and ensure proper signage are posted in all ASWIC clinic sites.
- Conduct on-site review of each ASWIC satellite clinic in Amouli and Leone in addition to main office.
- Conducts ASWIC approved vendor inventory audits including review of vendor invoices and redemption information to confirm sufficient stock compared to quantities sold.
- Contact wholesaler to verify questionable vendor invoices.
- Conduct vendor site visit with Compliance Officer to verify vendor inventory of items of shelves or brands available.
- Conducts client record reviews of 1 percent of total participant caseload over a two-year period to evaluate client intake procedures and records.
- Conduct visits at each clinic facility waiting area to observe staff interaction with participants for appropriate customer service and compliance with Civil Rights.

***This is an Equal Employment Opportunity Employer***

Department of Human Resources, A.P. Lutali Executive Office Building, Pago Pago, Am Samoa 96799  
Ph: (684) 633-4485/ Email: [hr@americansamoa.gov](mailto:hr@americansamoa.gov) / Fax: (684) 633-1139  
"Commitment to Service and Integrity"

- Conduct survey of participants to evaluate specific areas of interest such as customer service, vendor used, etc.
- Develops and/or revises review tools (forms/checklists) specific to each review area.
- Prepares written reports and analysis of case or program review findings, identifies areas of weakness and makes recommendations for corrective action.
- Provide annual schedule of program reviews.
- Tracks report response deadlines and monitors program review responses to determine adequacy of corrective action in addition to tracking implementation of corrective actions.
- Meets periodically with ASWIC management to review report findings and/or participate in ASWIC in-service training.
- Perform other job-related duties as assigned.

**Knowledge, Skills, and Ability:**

- Individual must be computer-literate.
- Able to operate general office equipment.
- Be detail oriented.
- Have good English reading and writing ability.
- Must have a valid driver's license to operate a vehicle.
- Prior experience with ASWIC programs, other public assistance programs (ASNAP, Child Care, etc.) or working with federal grants would be beneficial.

**Academic and Experience Requirements:**

- Applicant must have a bachelors degree from an accredited university or college plus three (3) years of work experience.
- Years of progressively responsible working experience may be substituted for a portion of the academic requirement.
- Salary will be adjusted according to experience.

**Complete information concerning this vacancy may be obtained from the Personnel Division of the Department of Human Resources, or please contact the Recruitment unit at 633-4485/633-4000.**

Fa'afetai tele,



Titiaoalii Dr. Asenati Ietitaia Sa'au-Umi  
Acting Director, Department of Human Resources

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