**Job Title:** Benefit and Claims Assistant

**Section:** Member Services

**Reports To:** Member Services Manager

**Auth’d. Position #:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**SUMMARY**

The principal duties and responsibility of this position is to assist the Member Services Manager in printing benefit checks and entering data for Social Security and Prior Service beneficiaries and claimants.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

* Responsible for data entry in regards to benefits and claims, both for Social Security and Prior Service.
* Responsible for printing reports for check preview and reports after check printing.
* Responsible for printing benefit checks (monthly and miscellaneous) for both Social Security and Prior Service benefit recipients.
* Responsible for printing checks for HCF, as follows:
  + MSA AUTHORIZED PAYMENTS TO PRIVATE INSURANCE
  + MISCELLANEOUS CHECKS FOR AIR TICKETS
  + MISCELLANEOUS CHECKS FOR REIMBURSEMENTS
  + FOREIGN REFUNDS
  + Printing and filing of all pertaining reports
* Running HCF overage report.
* Responsible for preparing checks for mailing.
* Responsible for preparing and handling Annual Survey for beneficiaries.
* Responsible for closing beneficiaries’ benefit status in SS Beneficiary Screen and PS Beneficiary Screen and enter date of death in SS Master based on Death List.
* Responsible for preparing and mailing out letters to recipients of Child Survivor benefits who turn 18 and 22 years old.
* Responsible for gathering and compiling monthly statistics for the Member Services Section, such as data on the number of approved or disapproved benefit claims.
* Responsible for preparing Certification/ Verification of Benefits.
* Responsible for printing refund checks for overpaid taxes.
* Assist in compiling forms for Benefit Reinstatement for Non-Citizens and Transmittal for entering Update Benefits.
* Perform other tasks as assigned by the Member Services Manager or the Social Security Administrator.

**SUPERVISORY RESPONSIBILITIES**

None.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Must have at least two years of college education, preferably a four-year college degree in Business Administration or Accounting. Must be computer literate with knowledge of Excel, Word, and other related office software.

**LANGUAGE SKILLS**

Must be detail oriented with good communication and interpersonal skills. Must read and speak English and Palauan.

**MATHEMATICAL SKILLS**

Must possess the ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY**

Must be detail oriented and possess the ability to define problems, collect data, establish facts, and draw valid conclusions.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None required.