**Job Title:** Claims Compliance Officer

**Section:** Member Services

**Reports To:** Member Services Manager

**Auth’d. Position #:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**SUMMARY**

The incumbent is responsible to the Social Security Administrator through the Member Services Manager. The principle responsibility is to help the Member Services Manager in reviewing and improving Member Services Section’s work procedures.

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

* Responsible to indentify discrepancies and improvements in Benefits & Claims Manual, then update and revise said manual under the guidance of the Section Manager or Administrator.
* Responsible to review and revise applications, brochures, and forms both for Social Security, Prior Services and National Healthcare programs under the guidance of the Section Manager.
* Assist in writing, drafting, and revising award letters to members of the program regarding any adjustments or changes to their benefit payments or Medical Savings Account.
* Responsible for writing adjustment letters, Earning Test letters, and initial letters.
* Responsible to inform companies about their employees HCF premiums monthly payments through emails.
* Responsible to write Member Services Section newsletter under the guidance of Section Manager.
* Disseminate written policies and procedures related to compliance activities.
* Identify compliance issues that require follow-up or investigation.
* Verify that all firm and regulatory policies and procedures have been documented, implemented, and communicated.
* Perform other tasks as assigned by the Member Services Manager or the Social Security Administrator.

**SUPERVISORY RESPONSIBILITIES**

No.

**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 four-years of college degree in Business Administration or a related field, or equivalent work experience in management. Must be computer literate with knowledge of Excel, Word, and other related office software.

**LANGUAGE SKILLS**

Must be public oriented with good communication and interpersonal skills. Must read and speak English and Palauan and have a strong writing skills.

**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.