**Job Title:** Collection Officer

**Section:** Employer Services

**Reports To:** Employer Services Manager

**Auth’d. Position #:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**SUMMARY**

The principal duties and responsibility of this position is to collect contributions from Employers, brief new business owners and domestic helpers, and perform payroll audits (Domestic Helpers).

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

* Serve as “Primary Collector” in receiving and verifying Quarterly Tax Returns, collecting indicated tax amounts, and issuing cash receipts.
* Responsible for closing daily batch for funds received, preparing deposit slips, and depositing funds to the bank.
* Responsible for verifying monthly deposit ticket receipts.
* Responsible for briefing new business owners and domestic employers.
* Responsible for processing and issuance of new Employment Identification Numbers.
* Responsible for processing notifications of business closures.
* Responsible for verifying, updating and ensuring relevant Employers Information between Social Security Administration and Division of Revenue and Taxation are accurate and consistent.
* Responsible for processing bi-weekly allotments from certain agencies.
* Responsible for preparing notices to employers regarding Returned Checks.
* Responsible for auditing Domestic Helpers.
* Responsible for assessing penalty and interest charges for Quarterly Tax Returns that are filed/paid late.
* Responsible for issuing notices to Employers that File on Time but Pay Later and/or File on Time with Partial Payment as well as maintaining and updating appropriate spreadsheets.
* Responsible for providing the Administrative Officer with statistics to be published in the Quarterly Newsletter.
* Responsible for identifying discrepancies and/or propose ideas for improvements regarding daily tasks.
* Serve as a back-up to the Customer Service Representative as well as the HCF Billing Clerk.
* Perform other tasks as assigned by the Employer Services Manager or 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 a two-year degree in Accounting, Business Administration, or equivalent work experience. Must be computer literate with knowledge of Excel, Word, and other related office software.

**LANGUAGE SKILLS**

Must be detail and public oriented, have well-developed 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.