**Job Title:** Customer Services Representative

**Section:** Employer Services

**Reports To:** Employer 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 Employer Services Manager. The principal responsibility is to serve as a front desk representative in processing applications for Social Security numbers, assisting walk-in customers, and answering and routing phone calls.

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

* Responsible for receiving and reviewing Social Security Applications/Request for Change in SS Records and ensure they are in adherence to proper procedures and policies before they are forwarded to Section Manager for approval. If change of Date of Birth, forward to the Social Security Administrator for approval.
* Responsible for processing, issuing and receiving appropriate payments for new, updated and duplicate SSN cards.
* Responsible for scanning and proper filing of SSN applications.
* Responsible for identifying discrepancies on the SS Master and refer them to Section Manager for further action.
* Responsible for reporting to the Section Manager on record discrepancies detected on the SS Master/SSN Applications.
* Responsible for greeting walk-in customers, answering incoming phone calls, and routing them to appropriate sections.
* Responsible for receiving all incoming correspondence and forwarding them to the Administrative Section.
* Responsible for managing the reception area and keeping it clean and organized at all times.
* Responsible for ensuring that the SSA parking spaces are used accordingly.
* Responsible for updating customer information after receiving approval to change record information.
* Responsible for making deposits at least twice a month.
* Responsible for providing the Administrative Officer with statistics to be published in the Quarterly Newsletter.
* Perform other tasks as assigned by the Employer 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 a least two-year degree in Office 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.