**Job Title:** Employer Services Manager

**Section:** Employer Services

**Reports To:** Social Security Administrator

**Auth’d. Position #:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**SUMMARY**

The principal duties and responsibility of this position is to oversee and supervise the Employer Services Section.

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

* Supervise and manage daily operations of the Employers Services Section.
* Responsible for evaluating, counseling and assigning tasks to section employees.
* Responsible for assigning and reviewing payroll audits conducted by the staff members.
* Responsible for resolving any issues or concerns an employer may have.
* Responsible for keeping track of delinquent accounts and referring appropriate cases to collection attorney as well as getting updates of the cases.
* Responsible for conducting outside workshops to potential entrepreneurs and existing business owners.
* Responsible for verifying nightly deposits.
* Responsible for writing quarterly newsletter articles for employer information, as well as reviewing the draft and recommending changes.
* Represent the Employer Services Section in presenting information for the purpose of public awareness during state visits and other events of the Outreach Program.
* Responsible for identifying discrepancies or improvements to the Social Security By-Laws and propose procedures when none exist to follow.
* Responsible for implementation of organization’s goals and objectives as directed by the Social Security Administrator.
* Responsible for verifying and approving new SSN Applications as well as Request for Change in Social Security Records, except Date of Birth changes.
* Responsible for promoting a team-work environment and cooperation among employees.
* Perform other tasks as assigned by the Social Security Administrator.

**SUPERVISORY RESPONSIBILITIES**

Yes.

**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 Bachelor’s Degree in Business Administration, Accounting, or a related field, with at least three years of supervisory work experience. Must be computer literate with knowledge of Excel, Word, and other related office software.

**LANGUAGE SKILLS**

Must have strong writing skills. Must be public oriented, have well-developed oral communication and inter-personal 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.