**Job Title:** Member Services Assistant Manager

**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 Service Manager in overseeing the Member Service Section. Act as a section supervisor during the absence of section manager.

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

* Provide guidance and supervision in the absence of Member Service Manager.
* Responsible for performing Check Preview for initial claims/miscellaneous and other adjustments for both SS& PS.
* Responsible for performing Check Preview both for Social Security and Prior Service benefit recipients on a monthly basis.
* Responsible for reviewing any changes in the eligibility requirements for benefit recipients for Social Security, Prior Service, and National Healthcare on a monthly basis and submit report to section manager.
* Responsible for ensuring that beneficiaries information is updated in the Fox Pro system as well as their file folders on a regular basis.
* Responsible for reviewing and adjusting benefit payments to those outside of Palau on a monthly basis for ET purposes.
* Responsible for reviewing Termination/Resignation letters and determine if any benefit payments are due and ensure the date is entered in the system (daily).
* Responsible for reviewing claims and benefit adjustments prepared by Claims Analyst. Review for completeness and accuracy and that all payments are in compliance with the law, regulations, and policies.
* Responsible for entering ACH for Social Security and Prior Service benefit recipients on a monthly basis (Credit & Debit).
* Responsible for running Earnings Test on a quarterly basis.
* Responsible for running Annual Benefit Recalculation and print Recalculation Statements.
* Responsible for preparing the Benefit and HCF Payment Schedule on a yearly Basis.
* Responsible for reviewing MSA Premiums to Private Insurance Companies on a monthly basis.
* Responsible for reviewing MSA Refund applications.
* Responsible for reviewing Certification of approval for Off-island Referrals.
* Responsible for reviewing Reimbursements Supporting Documents for:
  + MSA: MOH Out Patient & Private Clinic Outpatient
  + NHI: MOH Inpatient & MOH Off-Island Referral
* Assist in handling Outreach Program for National Healthcare and Social Security.
* Assist section manager in reviewing and revising applications, brochures and forms both for Social Security and National Healthcare program.
* Serve as a backup person for Claims Compliance Officer as well as assisting other customers of the Member Services Section.
* Assist section manager in identifying discrepancies or improvements then update/ revise procedure manual.
* Responsible to do other tasks as assigned by the Member Service 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**

The incumbent must have a four-year college degree preferably in Business Administration or a related field, or equivalent work experience in management. The incumbent must be computer literate with knowledge of Excel, Word, and other related office software.

**LANGUAGE SKILLS**

The individual must be detail and public oriented with good communication and interpersonal skills. The individual must be able to read and speak proficient English and Palau, and must have 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.