**Job Title:** Member Services Clerk

**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 Services Section in carrying out a variety of clerical duties related to the processing and handling of Social Security claims and benefits.

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

* Responsible for sorting and filing documents for the Member Services Section.
* Responsible for scanning documents related to benefits, claims, and other Member Services, including HCF enrollment forms and MSA-refund applications.
* Responsible for maintaining beneficiaries’ files and filing cabinets by updating and archiving files, including HCF enrollment forms.
* Responsible for preparing and mailing Payment Statements on a quarterly basis.
* Responsible for filing Annual Survey forms.
* Responsible for maintaining document supplies, such as forms and brochures both for SS and HCF, as well as other office supplies necessary for the effective day-to-day functioning of the Member Services Section. Forms include School Certification, Benefit Reinstatement Forms, RE/SP/DI/SC/PS Applications, Allotment and Change of Address
* Assist the Benefit and Claims Assistant with preparing checks for mailing and delivering checks to the post office, bank and institutions.
* 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 be a high school graduate and have successfully completed some college course preferably in Business Administration, or other related field. Must be computer literate with knowledge of Excel, Word, and other related office software.

**LANGUAGE SKILLS**

Must be detail oriented with good 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.