**Job Title:** Member Services Manager

**Section:** Member Services

**Reports To:** Social Security Administrator

**Auth’d. Position #:** Board of Trustees

**Prepared By:** Administrator

**Prepared Date:** July 8, 2019

**Approved By:** ***/s/*** Florencia Rirou

**Approved Date:** 7/16/2019

**SUMMARY**

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

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

* Develop and maintain a competent and harmonious work force of Member Service Section.
* Responsible for ensuring that benefit payments are paid on time for Social Security, Prior Service, and National Health Insurance benefit recipients, and that all payments are in compliance with the law, regulations and policies;
* Responsible for carrying due diligence of each benefit to ensure that benefit continues in compliance with the law, regulations and policies;
* Represent the Member Services Section in presenting information for the purpose of public awareness during state visits and other events of the Outreach Program.
* Responsible for implementation of organization’s goals and objectives, as directed by the Social Security Administrator.
* Prepare section reports on regular, periodic and annual basis.
* 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 or Accounting, with at least five (5) years of supervisory work experience. Must be computer literate with knowledge of Excel, Word, and other related office software.

**LANGUAGE SKILLS**

The individual must have strong writing skills and well-developed oral communication and

inter-personal skills. The individual must be able to read and speak proficient English and Palau.

**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.