**Job Title:** Senior Claims Analyst

**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 process benefit claims and help benefit claimants understand the pertinent Social Security benefit requirements.

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

* Responsible for interviewing benefit claimants for Social Security and Prior Service benefits, such as:
  + Retirement Benefits
  + Disability Benefits
  + Disabled Dependent Benefits
  + Child Survivor Benefits
  + Spouse Survivor Benefits
  + Lump Sum Benefits
* Responsible for processing benefits applications for approval or denial by the Social Security Administrator.
  + Ensure that benefit applications are supported by the required documents.
  + Compile claimant’s file folder for review and approval.
  + Log claims in the Social Security System.
  + Establish start-date for benefit payment and prepare award letter.
* Responsible for determining benefit eligibility.
* Handle other benefit adjustments, such as processing Non-Citizen Reinstatement of Benefits and School Certification.
  + Non-citizen Reinstatement of Benefits and School Certification
  + Allotments
  + Change of Address/Authorize Institutions
  + Et Reimbursements upon receiving termination letters
  + Stop payments for lost benefits or damaged checks
* Responsible for interviewing departing foreign workers and completing their claims for Medical Savings Account refunds.
* Assisting walk-in HCF enrollees by accepting enrollment forms and entering data into the computer. Assisting walk-in HCF customers with adjustments to their enrollment forms such as changes in dependents and designated beneficiaries.
* Assisting all overage Dependent Children of HCF enrollees with school certificates and making adjustments as necessary. .
* Responsible for the transfer of MSA balances based on death-list and upon the filing of claim by survivors of deceased wage earner.
* Provide oversight and backup in the event of the Member Services Manager’s absence from the office.
* Perform other tasks as assigned by the Member Services Assistant 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 at least two years of college education, preferably a four-year college degree in Business Administration or Accounting, or equivalent work experience. Must be computer literate with knowledge of Excel, Word, and other related office software.

**LANGUAGE SKILLS**

Must be public 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 possess the ability to define problems, collect data, establish facts, and draw valid conclusions.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None.