**Job Title:** Senior Claims Examiner

**Section:** Member Services

**Reports To:** Member Services Manager

**Auth’d. Position #:** Grade 9 – 11

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**SUMMARY**

The principal duties and responsibility of this position is to assist the Member Services Manager in auditing benefits, processes, and systems including examining benefit payables thoroughly for check printing purposes, earning test application, annual benefit recalculation and annual survey reports and for other tasks as assigned by Member Service Section.

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

1. Responsible for audit new claims at closing, review existing claims against the system and lead claim analyst in monitoring and supervision of all benefits.
2. Audit all benefits to ensure proper documentation and that information in the file matches the system
3. Responsible for reviewing not cleared benefit checks and resolve timely.
4. Responsible for running Earnings Test on a quarterly basis.
5. Responsible for running Annual Benefit Recalculation and print Recalculation Statements.
6. Review survey (questionnaire) against system to make sure all information is updated in the system.
7. Responsible for ensuring that information not provided is submitted for file
8. Responsible for reviewing Termination/Resignation letters and determine if any benefit payments are due and ensure system is updated
9. Responsible for maintaining death list and ensure that system is updated to reflect close status
10. Develop new form, measures that will improve the processes of Member Service Section
11. Provide oversight and backup in the event of the Member Services Assistant Manager’s absence from the office.
12. 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.

**EDUCATION and/or EXPERIENCE**

Must have at least four years of college degree in Business Administration or Accounting and other related field. Must have minimum of four years work experiences in office management and preference is supervisory experiences. 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 have ability to write, 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**

Copy of college degree, licenses and identification.