



Announcement No: POC-042-23
Opening Date: 8/18/2023
Closing Date: Until Filled

P.O. Box PS-35
Palikir, Pohnpei, FM 96941
Tel: (691) 320-2618/2642

Office of the Director

FSM Personnel Office

email: personnel@personnel.gov.fm

EMPLOYMENT OPPORTUNITY

The Government of the Federated States of Micronesia (FSM) seeks well qualified individual to fill the position of **Customer Service Representative** at the Department of Justice, Division of Immigration & Passport Services, Palikir, Pohnpei FSM National Government.

The Position: Responsible for answering and managing large volume of customer calls regarding FSM passport application, status, passport application's process and any related immigration issues; prepare data log for all incoming calls and updates for all incoming calls; explains and assists customers on accurate document needed for passport applications; responsible of receiving and inputting all passport applications; determine opportunities for new ways to improve the Division's services; sets up and maintain filing system for the Division; and performs other duties as assigned.

The Incumbent: Graduated from a two years college with a degree in secretarial science, computer Information technology or related field plus one year work experience in customer services or equivalent.

Benefits: A salary of \$400.00 bi-weekly.

To apply: Submit applications/resumes by mail or email to the following addresses:

Officer of Personnel, FSM
P.O. Box PS-35
Palikir, Pohnpei FM 96941

Email: personnel@personnel.gov.fm

Department of Justice
Division of Immigration & Passport Service
P.O. PS 157

Palikir, Pohnpei FM 96941

Email: passport@gov.fm

The Office of Personnel will be accepting applications/resumes from August 18, 2023 until filled.

THE FSM AN EQUAL OPPORTUNITY EMPLOYER