

EA NO: FSM-068-23
OPENING DATE: 11/9/2023
CLOSING DATE: 12/9/2023

EXAMINATION ANNOUNCEMENT



Office of Personnel Administration
FSM National Government

It is the policy of the FSM Government that qualified FSM citizens is given first priority for employment consideration; with other Micronesian and U.S. citizens utilized in positions for which no qualified FSM citizens are available.

POSITION AND SALARY:

Customer Service Representative - Pohnpei
PL-26/1
\$554.84 B/W + \$40.00 Cola (\$594.84 B/W)

This is the minimum rate at step one of the grade. Higher rates may be authorized in cases of hard-to-fill positions where it is appropriate to the qualification of the appointee.

LOCATION:

MiCare Health Insurance Plan
FSM National Government
Kolonia, Pohnpei FM 96941

DUTIES (ILLUSTRATION ONLY):

Provide information about the Plans coverage, benefits, exclusions, and all related information; Answer the office phone and transfer calls as appropriate; Respond to customer inquiries and resolve complaints or forward them to the appropriate staff or Administrator for solution; Take phone messages or walk-in-messages and relay them in a timely manner; Respond to queries received through office email and/or forward in a timely manner to appropriate office personnel to respond; receive calls from providers, log them immediately, and route them for review; receive premium reimbursement requests and supporting documents (through mail, email, or walk-in), log immediately and route for review; receive medial claim reimbursement (through the mail, email, or walk-in), log immediately, and route for review; receive communication from the Administrator and transmit it to the Administrative Officer; Ensure that brochures and pamphlets as necessary and ensure they are in line with changes to MiCare policies; Prepare and/or coordinate radio spots for public awareness and other public awareness-related activities; Assist in processing ID cards and do other duties as assigned.

QUALIFICATION REQUIREMENTS:

Graduation from a recognize a college or university with a degree in Business Administration, Public Administration or related field plus two (2) years of work experience in health insurance or equivalent.

Secure Application Forms From
And Return to FSM National
Government Personnel Office