



*Republic of Palau*  
**SOCIAL SECURITY ADMINISTRATION**

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**JOB VACANCY ANNOUNCEMENT**

**Job Title** : HCF ADMINISTRATIVE ASSISTANT  
**Opening Date** : **September 17, 2020**  
**Deadline** : **October 16, 2020**  
**Starting Salary** : \$11, 000 – \$13,000  
**Grade** : 5 to 7  
**Reports To** : HCF Manager

**Summary** : The principal duties and responsibility of this position is to serve as an office assistant to the Healthcare Fund Office. Other tasks include administrative duties in support of logistical matters of the Referral section under the Healthcare Fund.

**Essential Duties & Responsibilities:** Detail is available upon request

**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. Must have well-developed communication and interpersonal skills. Must read and speak English and Palauan. Must possess the ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Must possess the ability to define problems, collect data, establish facts, and draw valid conclusions.

**Education & Experience:**

Must have at least a two-year degree in Office Administration or equivalent work experience. Must be computer literate with knowledge of Excel, Word, and other related office software.

**Applicants must include a Resume, Certificates and Identification/Licenses.**

Applications are to be addressed to:

**HCF Administrative Assistant**  
**Attn: Ms. Ulai Teltull**  
**Administrator**  
**Social Security Administration**  
**P.O. Box 679**  
**Koror, Palau PW 96940**

You may contact us via email to [administration@ropssa.org](mailto:administration@ropssa.org).



## **JOB TITLE: HCF ADMINISTRATIVE ASSISTANT**

### **ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:**

1. Perform general administrative duties of the Healthcare Fund in the logistic support of the medical referral program. Duties include all administrative functions and customer relations and support for all approved medical referral patients, HCF Off-Island Providers in both Manila and Taipei.
  - Update and maintain all MRC approved referral cases, which includes receiving and filing all approved referral cases after each MRC meetings.
  - Maintain all referral files for the Healthcare Fund Office.
2. Responsible for coordinating required information to patients before departure.
  - Schedule one on one appointments with referral patients
  - Obtain required documents from referral patients
3. Responsible for all quotation requests from approved HCF providers.
  - Contacting HCF utilization reviewers' off-island for quotation assistance.
  - Collecting patient share or the required copayment prior to departure.
4. Responsible for all airfare reservations and bookings for all referral patients.
  - Scheduling flight information with patients and family members
  - Contact HCF approved airline agency for reservations and booking of patient travel
  - Obtain copies of passports for all approved travelers.
  - Process medical evacuation request for approved patients.
5. Responsible preparing package for patient with Orientation Guidelines, Airline fitness form and policy statement.
  - Orient patient with all forms, forms to fill out while on the plane, necessary steps and instructions when landing in referral destination.
  - Orient patient of all NHI referral covered benefits and services not covered under NHI.
6. Responsible for processing notices to patients of copayment refunds or copayment collections.
7. Perform other tasks as assigned by the Healthcare Fund Manager or Social Security Administrator.