Customer Service Representative (FSM MiCare Office) Yap [closing date: 12/5/2026]

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
PL-26/1
$350.61 B/W + $40 Cola = $390.61 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 Goverment
Yap Field Office

DUTIES (ILLUSTRATION ONLY):
Provide information about the Plan’s coverage, benefits, exclusions, and other related matters; answer incoming office telephone calls and transfer calls to the appropriate personnel, as necessary; respond to customer inquiries and address complaints, referring them to the appropriate staff or Administrator for resolution; receive telephone and walk-in messages and relay them in a timely manner; respond to inquiries

received through the office email or forward them promptly to the appropriate office personnel for response; receive calls from providers, log them immediately, and route them for review; receive premium reimbursement requests and supporting documents submitted by mail, email, or walk-in; receive communications from the Administrator and transmit them to the Administrative Officer; ensure that brochures and pamphlets are available and updated in accordance with changes to MiCare policies; prepare and/or coordinate radio announcements for public awareness activities; assist with processing identification (ID) cards; and perform other duties as assigned.

QUALIFICATION REQUIREMENTS:

Graduation from a recognized college or university with an Associate Degree in Business Administration, Public Administration, Health Administration, or a related field, plus two (2) years of work experience in health insurance, customer service, public relations, administrative support, or equivalent.

Secure Application Forms From and Return to FSM National Government Personnel Office
or send your application, resume, along with other credentials to the below email address: personnel@personnel.gov.fm