Travel Support Specialist (FSM DOFA_Treasury Division) Pohnpei [closing date: December 12, 2025]

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:

Travel Support Specialist

PL-36/1

\$862.12 B/W + \$40.00 Cola = \$902.12B/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:

Department of Finance & Administration Division of National Treasury Palikir, Pohnpei FM 96941

DUTIES (ILLUSTRATION ONLY):

Assist clients with travel booking and itinerary planning; resolve travel-related issues and provide timely solutions; communicate with clients via phone, email and chat; coordinate with airlines, hotels, and other service requests; manages changes, cancellations, and special requests; stay updated on travel regulations with professionalism; provide expert advice on travel destination and options; ensure high levels of

customers satisfaction; and performs other duties as assigned.

QUALIFICATION REQUIREMENTS:

Graduate from an accredited college or university with a Bachelor's Degree in Business Administration, Accounting or other related fields plus four (4) years of experience in accounting or related fields.

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

Expired: FSM Immigration and Passport Services Customer Representative (DOJ_Division of Immigration) Pohnpei [closing date:11/27/2025]

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:

FSM Immigration and Passport Services Customer Representative PL-26/1

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:

FSM Department of Justice Immigration and Passport Services FSM National Government Pohnpei, FSM 96941

DUTIES &RESPONSIBILITIES:

Assist in arranging and setting up files, responsible for answering and managing large volume of customer calls regarding FSM passport application, status, passport application's process and any related Immigration issued. Provide guidance to FSM citizens regarding passport submissions, renewals, and required documentation; Respond to passport inquires received via telephone, email, and in-person, ensuring accurate and timely information is provided; Assist review and verifying submitted documents for completeness and compliance with applicable regulations; Assist in monitoring service delivery standards and contribute to continuous improvement initiatives aimed at enhancing customer experience; Address customer concerns professionally and escalate complex cases to the appropriate authority when necessary; Maintain accurate records and uphold strict confidentiality standards in handling sensitive personal information; Close collaboration with Immigration sub-offices, FSM Consulate offices and embassies to support service delivery; Remain informed of updates to passport policies, procedures, and service protocols; Assist in training new staff or crossfunctional team members on passport service protocols and customer service best practices; Demonstrated experience in customer service or administrative support, preferably within a

government or regulated environment. Strong verbal and written communication skills; Organizational skills and the ability to perform effectively in a fast-paced setting; A commitment to public service and continuous improvement; Demonstrate availability to work flexible or extended hours, including weekends or holidays, as may require from time-to-time to meet operational demands.

Qualification Requirements:

Graduation from an accredited college or university with an associate degree in Business Administration, Public Administration, or a related field, plus two (2) years of experience in clerical, administrative, or customer service work. Must be able to read, write, and speak English fluently, and possess basic computer skills.

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

Health Informatics Coordinator (FSM DHSA) - Pohnpei [open until filled]

The Government of the Federated States of Micronesia (FSM) seeks

well qualified individuals to fill the position of <u>Health</u> <u>Informatics Coordinator</u> at the Department of Health & Social Affairs, FSM National Government, Palikir, Pohnpei FM 96941.

Duties & Responsibilities:

- Serves as the national coordinator for all E.H.R activities occurring at the state health services and collaborate with E.H.R analysts at each state hospital;
- Provide quarterly reports on the ELC reporting platform CAMP in a timely manner;
- Provide quarterly reports to the FSM DHSA when required;
- Make annual work plans and budgets on HIS grant application to CDC;
- Serve as a member of the FSM DHSA ELC governance team;
- Provide training and capacity building to state HIS analysts as required;
- Collaborates with multi-functional teams across the enterprise and within department to develop solutions;
- Coordinates the implementation of logic and business rules into several platforms used in the electronic system;
- Monitor and analyze raw data from each state health information system.
- Support duties on data analysis and manipulation, reporting, and automation to state level;
- Ensure efficiency and consistency of data collection of laboratory and epidemiological surveillance are relayed to the national level:
- perform other duties assigned.

Qualification Requirements:

Graduation from an accredited college or university with the minimum of a Bachelor's degree in Health Informatics, Statistics, Information Technology, Mathematics or related field plus 5 years of work experience in health informatics.

Salary:

A salary range of \$20,000 to \$30,000 annually, depending on the applicant's qualifications.

To apply: Send resume, application by mail to the following addresses:

Department of Health and Social Affairs of Personnel

Office

P.O. Box PS-70

P.O. Box PS-35

Palikir, Pohnpei FM 96941
Palikir, Pohnpei FM 96941

Phone: (691) 320-2819/2643

Phone: (691) 320-2618/2642

Email: health@fsmhealth.fm

Email: personnel@personnel.gov.fm

The Office of Personnel will be accepting application/resume from **June 6, 2025** until filled.

THE FSM AN EQUAL OPPORTUNITY EMPLOYER