

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

\$554.22 B/W + \$40.00 COLA = \$594.22

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 inquiries 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 cross-functional 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