

Federal Benefit Duties: 80% of Time

The incumbent provides assistance and information based on a thorough knowledge of the laws, rules and regulations, and procedures of the U.S. office of Personnel Management (OPM), the Social Security Administration (SSA), the Department of Veterans Affairs (VA), The Department of Labor/Office of Workers' Compensation Program (DOL/OWCP), and the Railroad Retirement Board (RRB).

The incumbent provides the broadest range of services, which may include advising applicants about benefits to which they may be entitled, providing appropriate forms, and assisting applicants in completing the forms. Incumbent should be able to assist applicants in completing the following forms; Application for Death Benefits, Application for Retirement Insurance Benefits, Application for Wife's or Husband's Benefits, Application for Disability Benefits, Application for Child's Insurance Benefits, Application for Parent's Insurance Benefits, Application to be Selected as a Representative Payee, Application for Divorced Spouse/Widow(er) Benefits, Enrollment in Medicare Medical Insurance, and Application for Lump Sum Benefits.

The incumbent arranges medical appointments for evaluations and special examinations requested by federal agencies. He/she also files claims, provides information or referrals as required by the federal agencies, and follows up with the federal agencies on the status of various claims. When standard practices don't apply, or special circumstances exist, the incumbent seeks advice from the corresponding federal agency. The incumbent controls information received from the federal agencies and discloses it to beneficiaries in accordance with the Privacy Act of 1974.

The Incumbent is responsible for examining supporting documents to determine their accuracy and authenticity, including birth certificates, passports, Salvadoran identifications cards (DUIs), marriage certificates, death certificates, divorce certificates and court orders granting guardianship. If the incumbent identifies fraudulent claimants or supporting documents, he/she must alert supervisor and Unit Fraud Investigator of these potential false claims.

The incumbent is always mindful of the potential for fraud and does whatever is necessary to ensure that U.S. federal benefits are paid only to those who are entitled to them. In practice, this means ensuring that all proof-of-life questionnaires are distributed, all responses are processed and all non-responses are investigated properly.

To comply with the Antifraud Enforcement Program, the incumbent assists in the completion of the Foreign Enforcement Questionnaires to the beneficiaries of the federal agencies served by FBU.

The incumbent acts as an intermediary between the beneficiaries and the institutions that play a role in their benefits - not only the benefits-paying U.S. federal agencies, but also financial institutions, hospitals/clinics, physicians, laboratories, pharmacies, medical suppliers, and the Salvadoran Civil Registry. The incumbent has daily communication with the regional Federal Benefits office in San Jose Costa Rica. Additionally, he has frequent contact with the regional Federal Benefits office in Santo Domingo, Dominican Republic.

The Incumbent conducts field investigations at the request of federal agencies to confirm information provided by beneficiary.

The incumbent enrolls recipients of benefits in the international Direct Deposit Program through the International Treasury Service (ITS), which is a secure website containing highly sensitive and private information for almost 3,000 federal retirees. Upon the death of a recipient, the incumbent contacts the regional office thus cancelling the enrollment and avoiding disbursement of funds which could become unrecoverable for the federal agency.

The incumbent processes requests for assistance received from the different federal agencies requesting post's assistance in contacting benefits recipients and potential beneficiaries.

The incumbent advises customers that are eligible to apply for a deferred retirement from OPM how to apply for federal benefits.

The incumbent prepares monthly statistics reports based on all the request, documents, forms, etc. sent by the Agency and the processing of paperwork handled in the FBU. These figures are very important for the preparation of the annual Consular Package.

The incumbent is responsible for maintaining files of highly sensitive case records which include medical information and other personal information. He/she also keeps a daily log of claim forms, documents, and correspondence received from beneficiaries. The incumbent prepares weekly packages to be mailed to the U.S. federal agencies.

The Incumbent drafts outgoing correspondence in English and Spanish and translates numerous documents for the beneficiaries including agencies' correspondence and supporting documents (medical reports, including letters of memoranda as required) and physicians' requests for authorizations.

The incumbent manages the various file systems on an ongoing basis, determines the type of office equipment and the amount of expendable supplies needed. The incumbent assists the Unit Chief and section supervisor as needed with various ongoing tasks.

American Citizen Services Duties: 15% of Time

The incumbent interviews applicants seeking passport and routine citizenship services and assists them in completing requisite applications and in furnishing required documentary evidence. He/she processes routine and less complex cases to the point of final review, referring the more complex or questionable cases to higher authority. The incumbent provides services to the public exercising independent judgment and able to respond with little or no supervision from a Consular Officer.

Administrative Assistance: 5% of Time

The incumbent provides administrative assistance to the Consul General and Deputy Consul General, and customer service to Consular Section visitors. Maintains and updates Consular Section lists and notices as required.