New York City Employees’ Retirement System
Job Vacancy Notice CITYWIDE

Civil Service Title: Administrative Retirement Benefit Specialist, M-5
Salary: $115,000-$130,000 (Annual)

Title Code: 82986

Division: Client Services
Unit: Customer Service

Job Description:

The Client Services Division is seeking a passionate, results-oriented Deputy Director to manage and grow its Contact Center and Customer Service Operations. This is a unique opportunity to make a fundamental impact on the types of services the New York City’s largest public pension provides to its customer base of over 350,000. Reporting to the Division Director, the Deputy Director, will be expected to lead and mentor two unit managers, overseeing these operations and serving as (Player – Coach) to foster improvements in both operational processes and technology. The Deputy Director will:

• Supervise and coach while fostering an environment of continuous improvement.
• Develop recommendations for changes that align with the organization’s strategic objectives, which include Deliver World Class Service.
• Enhance standard operating procedures as needed or develop new procedures to ensure practices are in place to achieve division related goals.
• Serve as a subject matter expert and process owner on projects, which may involve technological upgrades or enhancements that impact the Contact Center and/or Customer Service operations.
• Serve as a liaison and customer advocate with other areas of NYCERS business operations.
• Monitor and report on the unit(s) performance using established key performance indicators (KPIs).
• Make recommendations on new KPIs necessary to demonstrate targeted improvements.
• Monitor activity across all customer service channels to identify trends and opportunities to grow and improve utilizing the information available through each service channel.
• Serve as a proxy in the absence of the Director.

MINIMUM REQUIREMENTS ARE ATTACHED

Internal candidates must have been rated satisfactory or better on their last annual evaluation.
NYCERS is an Equal Opportunity Employer

TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING Job ID number 009-20-0068 AND A COPY OF A CURRENT RESUME TO:

CITY EMPLOYEES: Employee Self Service (ESS), www.nyc.gov/ess, Search for Job ID#: 439837
ALL OTHER APPLICANTS: www.nyc.gov/careers/search, Search for Job ID#: 439837

DATED: 04/23/2020 POST UNTIL: 05/08/2020 NYCERS POSTING NUMBER: 009-20-0068
Preferred Skills and Experience:

- 5+ years directly managing a Contact Center or Customer Service (in-person) operation with more than 40 team members
- Prior experience with Contact Center infrastructure technology (ACD Call routing, IVR, and Call Center Reporting including Workforce Management)
- Prior experience with QMATIC customer flow management systems (design, routing, and reporting)
- Prior experience with Salesforce CRM
- Comfortable with managing and resolving customer escalated issues
- Strong analytical skills using large data sets using applications such as Power BI/Tableau/Excel
- Working knowledge of technology development life cycles
- Client management and relationship building experience
- Excellent communication and presentation skills
- Comfortable working with cross functional teammates at all levels
- Self-starter who can work with limited oversight
- Proficient in Microsoft Suite (Excel, Word, Visio, PowerPoint, OneNote)

Minimum Qualification Requirements:

1. A baccalaureate degree from an accredited college or university including or supplemented by 12 credits in mathematics, statistics, accounting, and/or actuarial science and four years of satisfactory full-time experience implementing the provisions of a retirement plan involving the use of mathematical, statistical, actuarial or accounting computations, 18 months of which must have been in an administrative, managerial or executive capacity or supervising professionals implementing the provisions of a retirement plan involving the use of mathematical, statistical, actuarial or accounting computations; or

2. An associate degree or 60 credits from an accredited college or university, including or supplemented by 12 credits in mathematics, statistics, accounting and/or actuarial science and six years of satisfactory full-time experience as indicated in “1”; or

3. Education and/or experience equivalent to “1” or “2” above. However, all candidates must have 60 credits from an accredited college or university, including or supplemented by 12 credits in mathematics, statistics, accounting and/or actuarial science and the 18 months of experience in a supervisory, administrative, managerial or executive capacity as described in “1” above.

Note:
This position is open to qualified persons with a disability who are eligible for the 55-a Program. Please indicate on your resume or cover letter if you would like to be considered for the position under the 55-a Program.