



New York City Employees' Retirement System Job Vacancy Notice **CITYWIDE**

Civil Service Title: Assistant Retirement Benefits Examiner

Salary: \$41,389 – \$47,579 (Annually)

Title Code: 40491

Division: Client Services

Unit: Call Center

Job Description:

NYCERS Contact Center Unit of Client Services has an opening for a Full-Time Call Center Agent. The candidate should possess effective telephone communication skills, as well as, effective written skills to engage clients in a multi-channel contact center environment. Additionally, the candidate should possess the aptitude to comprehend a variety of basic pensioner related topics as well as the ability to effectively communicate resolutions to client related inquiries concerning these topics. Other responsibilities involve documenting the details of each client transaction as well as mailing various NYCERS forms to clients, when requested. Additionally, the candidate will need to display flexibility with teamwork and collaboration with other units in Client Services such as Customer Service and Medical as needed.

Preferred Skills and Experience:

Must be able to work in a diverse and fast-paced environment and have the ability to complete tasks at the indicated deadline and in an efficient manner. The candidate should have the ability to type 30 plus words per minute and be able to easily navigate through various NYCERS computer applications. Bilingual English/Spanish a plus

MINIMUM REQUIREMENTS ARE ATTACHED
New York City residency is required.
NYCERS is an Equal Opportunity Employer

Internal candidates must have been rated satisfactory or better on their last annual evaluation.

TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING POSTING NUMBER 009-22-0046 AND A COPY OF A CURRENT RESUME TO:

CITY EMPLOYEES: Employee Self Service (ESS). www.nyc.gov/ess. Search for Job ID# 502937
ALL OTHER APPLICANTS: www.nyc.gov/careers/search. Search for Job ID# 502937

DATED: 11/17/2021

POST UNTIL: 12/02/2021

NYCERS POSTING NUMBER:
009-22-0046



Minimum Qualification Requirements:

1. An associate degree or completion of 60 credits from an accredited college, including or supplemented by 9 credits in mathematics, statistics, accounting, and/or actuarial science; or
2. A four-year high school diploma or its educational equivalent and two years of satisfactory full-time experience performing mathematical, statistical, actuarial or accounting computations in one or more of the following: a) a retirement or employee benefits plan; b) customer service in a financial institution; and/or c) in a position requiring the application of laws, rules and regulations and the use of statistical, actuarial or similar tables; or
3. A satisfactory combination of education and/or experience equivalent to "1" or "2" above. College education may be substituted for experience in "2" above on the basis that 30 semester credits from an accredited college may be substituted for each year of required experience. However, all candidates must possess a four-year high school diploma or its educational equivalent and either 9 semester credits in mathematics, statistics, accounting and/or actuarial science from an accredited college or one year of experience as described in "2" above.

Note:

New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.

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.