



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

Civil Service Title: Assistant Retirement Benefits Examiner

Salary: \$45,227 – \$52,011 (Annual)

Title Code: 40491

Division: Client Services

Unit: Call Center

Job Description:

The New York City Employees Retirement System's (NYCERS) Client Services Division is recruiting for one (1) Full-Time Call Center Agent(s) to provide a great customer experience to their clients who serve the City of New York.

A Call Center Agent, takes calls from customers contacting New York City Employees' Retirement System; answering questions or addressing any concerns they may have. Their duties include handling many inbound and outbound calls to and from customers, listening to customers' needs or issues and providing helpful solutions to their problems.

MANDATORY SKILLS/EXPERIENCE:

- Strong communication, both written and verbal
- Great active listening skills
- Exceptional interpersonal and rapport building skills
- A patient and empathetic attitude
- Strong time management and organizational skills
- Adaptability and flexibility
- Comfortable working in fast-paced environments
- Basic Troubleshooting skills
- Computer literacy
- Candidates will also need to display flexibility, teamwork and collaboration with other units within NYCERS' organization
- Phone skills, including familiarity cloud-based soft phones and integrated CRM software
- Experience in the customer service for a public pension or similar financial industry

Call Center Agents will be given preferred consideration for the following experience:

- Empathetic listening skills
- Prior public pension or comparable experience
- Proficiency with Salesforce CRM;

MINIMUM REQUIREMENTS ARE ATTACHED

New York City residency is required.

This position is also open to qualified persons with a disability who are eligible for the 55-a Program. Please indicate at the top of your resume and cover letter that you would like to be considered for the position through the 55-a Program.

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 009-24-0030 AND A COPY OF A CURRENT RESUME TO:

CITY EMPLOYEES: Employee Self Service (ESS). www.nyc.gov/ess. Search for Job ID#: 606591

ALL OTHER APPLICANTS: www.nyc.gov/careers/search. Search for Job ID#: 606591

DATED: 9/21/2023

POST UNTIL: 10/6/2023

NYCERS POSTING NUMBER:
009-24-0030



Call Center Agents will be given preferred consideration for the following experience (cont'd):

- Proficiency user of a computer;
- Good verbal and written communications skills;
- Bilingual English/Spanish a plus.

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.