



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

Civil Service Title: Associate Retirement Benefits Examiner, Level 2

Salary: \$51,317 - \$59,014 (Annual)

Title Code: 40493

Division: Client Services

Unit: Customer Service

Job Description:

NYCERS' Customer Service Unit within the Client Services Division has an opening for a Retirement Counselor. The candidate should possess effective communication skills, as well as, effective written skills to engage clients in a multi-channel contact center environment and in person. Additionally, the candidate should possess the aptitude to handle complex issues that require more than five minutes of service attention, as well as the ability to effectively communicate resolutions to client related inquiries concerning these topics. Counselors provide a more in-depth counseling session to visitors which includes members and retirees who are seeking detailed information for their pension accounts, such as buy-back or membership reinstatement, or Estimated Benefits Letters or retirement filings, respectively. Retirement Counselors are expected to record all transactions promptly, accurately and in compliance with agency procedures and to comply with information security procedures by validating customer identity and maintain customer confidence. Counselors provide pension counseling services primarily in the Retirement Counseling area, and encompass the Customer Support Services area and Call Center and Medical Unit, as required.

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.
- A comprehensive understanding of the member life cycle is preferred.
- Must have strong customer service and communication skills, coupled with the ability to identify potential trends and problem cases.

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.
Applicants must be permanent Associate Retirement Benefits Examiner.**

TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING POSTING NUMBER 009-21-0028 AND A COPY OF A CURRENT RESUME TO:

CITY EMPLOYEES: Employee Self Service (ESS). www.nyc.gov/ess. Search for Job ID#: 456433

ALL OTHER APPLICANTS: www.nyc.gov/careers/search. Search for Job ID#: 456433

DATED: 1/8/2021

POST UNTIL: 1/23/2021

**NYCERS POSTING NUMBER:
009-21-0028**



Minimum Qualification Requirements:

1. An associate degree or completion of 60 semester credits from an accredited college, including or supplemented by 9 semester credits in mathematics, statistics, accounting and/or actuarial science 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)** for customer service in a financial institution; and/or **c)** in a position requiring the application of law, rules and regulations and the use of statistical, actuarial or similar tables; or
2. A four-year high school diploma or its educational equivalent and four years of the experience described in "1" above. Each 15 semester credits from an accredited college including at least 3 credits in the areas described in "1" above may be substituted for each 6 months of experience to a maximum of 2 years' experience. All candidates must have a four-year high school diploma or its educational equivalent and at least 2 years of experience as described in "1" 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.