New York City Employees’ Retirement System
Job Vacancy Notice CITYWIDE

Civil Service Title: Community Associate
Salary: $38,333 - $44,083 (Annual)

Title Code: 56057
Division: Client Services
Unit: Medical

Job Description:
The New York City Employees’ Retirement System’s (NYCERS) Client Services Medical Operations Unit is seeking a Disability Case Manager. The Disability Case Manager will among other things be required:

- Perform customer service activities by intake Disability Retirement applications via telephone and in person inquiries regarding eligibility requirements, application procedures, benefit determinations, and/or general information;
- Enters, obtains, and/or updates member or pensioner data and information into the appropriate computer system (i.e. PROD, NYCEwork, etc.);
- Reviews and maintains work items including taking ownership, sort, transfer, pend and close items in the worker queue of the NYCEwerk tracking system daily;
- Scanning and indexing documents into NYCEWork;
- Prepping cases for Medical Board and Board of Trustees meetings;
- Assisting the Medical Board by escorting members to the examination appointment from the waiting room and advising them interview expectations;
- Preparing medical request letters and correspondences;
- Performs a variety of administrative tasks such as payment verification, typing letters, preparing documents for board meetings including imaging, exporting scanned documents, creating a file for each case, and preparing various listings;
- The candidate should possess good organization and interpersonal skills.

MINIMUM REQUIREMENTS ARE ATTACHED
New York City residency is required.
NYCERS is an Equal Opportunity Employer
Internal candidates must have been rated a satisfactory or better on their last annual evaluation.

TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING Job ID number 009-21-0003 AND A COPY OF A CURRENT RESUME TO:

CITY EMPLOYEES: Employee Self Service (ESS), www.nyc.gov/ess, Search for Job ID#: 441719
ALL OTHER APPLICANTS: www.nyc.gov/careers/search, Search for Job ID#: 441719

Preferred Skills and Experience:

- Must be able to work in a diverse and fast-paced environment and have the ability to manage and complete tasks within established deadlines and in an efficient manner.
- Must be able to deliver excellent customer service.

Minimum Qualification Requirements:

1. There are no formal education or experience requirements for this position. However, the ability to understand and carry simple instructions is required.
2. Candidates must be able to understand and be understood in English.

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.