



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

**Civil Service Title:** Customer Information Representative, Level 1

**Salary:** \$41,389-\$47,597 (Annual)

**Title Code:** 60888

**Vacancies:** 1

**Division:** Client Services

**Unit:** Call Center

### **Job Description:**

NYCERS Contact Center Unit of Client Services has an opening for a full-time Customer Information Representative to work as a 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 not required.**

**NYCERS is an Equal Opportunity Employer.**

**Applicants Must Be Customer Information Representative**

**TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING POSTING NUMBER 009-23-0017 AND A COPY OF A CURRENT RESUME TO:**

**CITY EMPLOYEES:** Employee Self Service (ESS). [www.nyc.gov/ess](http://www.nyc.gov/ess). Search for Job ID# 551180

**ALL OTHER APPLICANTS:** [www.nyc.gov/careers/search](http://www.nyc.gov/careers/search). Search for Job ID# 551180

**DATED:** 9/14/2022

**POST UNTIL:** 9/29/2022

**NYCERS POSTING NUMBER:** 009-23-0017



**Minimum Qualification Requirements:**

1. A baccalaureate degree from an accredited college or university; or
2. An associate degree from an accredited college or university and two years of satisfactory, full-time experience responding to inquiries utilizing computers, databases and information technology systems for researching the answers to questions in a customer service, help desk or public information capacity; or
3. A four-year high school diploma or its educational equivalent and four years of satisfactory, full-time experience as described in "2" above; or
4. A satisfactory combination of education and experience. Satisfactory, full-time experience working for a New York City government agency responding to inquiries utilizing computers, databases and information technology systems for researching the answers to questions in a customer service, help desk or public information capacity may be substituted on the basis of one year of NYC government work experience for two years of the experience described in "2" above. College credit may be substituted for the experience in a customer service, help desk or public information capacity on the basis of 30 semester credits for each year of the experience described in "2" above. However, all candidates must possess a four-year high school diploma or its educational equivalent.

To be eligible for assignment to Assignment Level II, candidates must have, in addition to meeting the above Qualification Requirements, one more year of the satisfactory full-time experience described in "2" above.

To be eligible for assignment to Assignment Level III, candidates must have, in addition to meeting the Qualification Requirements for Assignment Level I, two more years of the satisfactory full-time experience 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.

**Note:**

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.