



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

Civil Service Title: Customer Information Representative, Level 2

Salary: \$51,340-\$55,364 (Annually)

Title Code: 60888

Vacancies: 1

Division: Client Services

Unit: Customer Service

Job Description:

The Client Services Division is seeking a Customer Information Representative to serve as a Junior Retirement Counselor in the Customer Service Unit. Reporting to the supervisor of Counter Services and with some latitude for independent judgement, the Junior Retirement Counselor will:

- Provide counseling services to members/pensioners and beneficiaries on pension benefits.
- Accept, review and clock, applications, for among many things, the processing of member Buy Back, Loans, Address Change, EFT, Service Retirement, Name Changes, Survivor Claims, Print replacement 1099s and as the need arises assist in the generation of Estimated Benefits Report and Retirement Interviews.
- Assist members with registering new and updating existing MyNYCERS account information
- Record all transactions promptly in CRM, accurately and in compliance with agency and information security procedures. Always validating customer identity and maintaining customer confidence.
- Deliver services in any and all available service channels, telephone, text, video chat and in-person

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.
APPLICANTS MUST BE PERMANENT CUSTOMER INFORMATION REPRESENTATIVE, OR
PLEASE INDICATE ON COVER LETTER TAKEN AND PASSED EXAM NO. 1157.**

TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING Job ID number
009-22-0036 AND A COPY OF A CURRENT RESUME TO:

CITY EMPLOYEES: Employee Self Service (ESS). www.nyc.gov/ess. Search for Job ID#: 490608
ALL OTHER APPLICANTS: www.nyc.gov/careers/search. Search for Job ID#: 490608

DATED: 10/07/2021

POST UNTIL: 10/22/2021

NYCERS POSTING NUMBER:
009-22-0036

**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.

Skills Requirements:

- The ideal candidate must possess considerable experience as a Customer Service professional in a fast-paced environment and have the ability to complete tasks at the indicated deadline and in an efficient manner.
- Be an empathetic listener
- Excellent verbal and written communication skills
- Able to navigate technology systems with ease and have a good sense of modern technology applications.
- Familiarity with Microsoft Office applications

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.