



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

Civil Service Title: Part Time Customer Information Representative, Level 1

Salary: \$19.88- \$21.44 (Hourly)

Title Code: 60888

Division: Client Services

Unit: Call Center

Job Description:

NYCERS Call Center Unit has an opening for a part-time Customer Information Representative, Level 1. 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 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.
- Candidate must have excellent verbal and written communication skills, the ability to navigate technology systems with ease and have a good sense of modern technology applications and familiarity with Microsoft Office applications.

MINIMUM REQUIREMENTS ARE ATTACHED
New York City residency is required.
NYCERS is an Equal Opportunity Employer

TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING Job ID number 009-19-0048 AND A COPY OF A CURRENT RESUME TO:

CITY EMPLOYEES: Employee Self Service (ESS). www.nyc.gov/ess. Search for Job ID#: 381406
ALL OTHER APPLICANTS: www.nyc.gov/careers/search. Search for Job ID#: 381406

DATED: 01/23/2019

POST UNTIL: 02/05/2019

NYCERS POSTING NUMBER:
009-19-0048



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 approved by a State's Department of Education or a recognized accrediting organization 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 approved by a State's Department of Education or a recognized accrediting organization.

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.

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.