



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

Civil Service Title: Community Coordinator

Title Code: 56058

Business Title: WTC Case Management Specialist

Salary: \$54,100-\$ 62,215 (Annual)

Division/Unit: Client Services/Medical

Vacancies: 1

Job Description:

The Client Services Division is seeking a WTC Case Management Specialist to work in the WTC Intensive Case Management Sub unit of the Medical Operations Team. Under the direction of the Manager for Disability Case Management and with some latitude for independent judgement this position will:

- Maintain a caseload of approximately 50-75 active WTC case files; ensuring that at each step of the process members receive clear, concise communication about the progress of their applications.
- Conduct initial application interviews for WTC disability applicants as well as all follow ups and outreaches in order to ensure appropriate and compassionate processing of the applicants WTC application.
- Provide compassionate service and support for members with member agencies, medical providers, member authorized representatives, or other units in the NYCERS organization regarding WTC and other disability retirement applications.
- Prepare application documentation request and all correspondences for distribution to members/authorized representatives and agencies, while streamlining the process as much as possible utilizing phone calls, faxes, emails as well as hard copy mailing.
- Follow up and track WTC Notice Of Participation requests.
- Coordinate member appointment schedules with the NYCERS Medical Board and/or Independent Medical Exam (IME) relating to WTC applications.
- Make timely updates in all tracking systems regarding the status of WTC applications and prepare statistics on WTC data as needed
- Participate in meetings, trainings or presentations as needed on WTC related topics and processes
- Work with Client Service leadership as needed in support of all communication materials related to WTC.

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 REQUIREMENTS ARE ATTACHED
New York City residency is not required.
NYCERS is an Equal Opportunity Employer.

Internal candidates must have been rated satisfactory or better on their last annual evaluation.
TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING POSTING NUMBER 009-23-0019 AND A COPY OF A CURRENT RESUME TO:

CITY EMPLOYEES: Employee Self Service (ESS). www.nyc.gov/ess. Search for Job ID# 551438
ALL OTHER APPLICANTS: www.nyc.gov/careers/search. Search for Job ID# 551438

DATED: 9/19/2022

POST UNTIL: 10/04/2022

NYCERS POSTING NUMBER: 009-23-0019



Minimum Qualification Requirements:

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or
3. Education and/or experience which is equivalent to "1" or "2" above. However, all candidates must have at least one year 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.

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.