



55 Water Street, New York, NY 10041
www.trsnyc.org • 1 (888) 8-NYC-TRS

Teachers' Retirement System of the City of New York

Job Vacancy Notice

Civil Service Title: Assistant Retirement Benefits
Level: 00
Functional Title: Call Center Representative
Title Code: 40491

Salary Range: \$41,389 - \$55,839 (Annual)
Location: 55 Water St. NY, NY
Department: Call Center

Job Description:

As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.

The Teachers' Retirement System of the City of New York (TRS) is a public pension fund that provides New York City educators with retirement, disability, and death benefits. TRS was established on August 1, 1917 and is one of the largest pension plan sponsors in the United States, with more than \$90 billion in assets and over 215,000 active and inactive members, retirees and beneficiaries.

Position Summary:

The successful candidate is a highly motivated member focused professional who will provide prompt, efficient, and friendly services to TRS' members on a wide range of inquiries, concerns and complaints related to TRS products and services. The candidate should enjoy interacting with people by phone, problem solving, and offering solutions with a member focused approach.

Responsibilities:

Essential/Primary Duties and Responsibilities:

- Receive and respond to routine member inquiries, concerns, and complaints without updating the system relating to TRS products and services to better inform the member of their benefits
- Comprehend and review details of existing/historical data regarding inquiry in system to provide members with necessary information
- Respond and resolve all member inquiries and request on the first visit to avoid follow-up and other assistance
- Research and examine all relevant information to assess validity of complaint, determine possible causes and resolutions

Preferred Skills:

Candidates MUST meet the education and requirements of this title, unless already working in a comparable civil service title.

- Knowledge and experience with Customer/Member Service is a must
- Knowledge and experience with Automatic Call Distribution System (ACD)
- Experience quickly/efficiently responding to members' inquiries
- Excellent problem solving and research skills
- Knowledge of MS Word and MS Excel
- Excellent organizational and time management skills
- Good writing skills
- Strong interpersonal skills
- Bachelor's degree preferred

*Selected candidate will be cross-trained in the TRS member walk-in center.

Competencies:

- Effective Communications
- Learning Agility
- Member Focus
- Flexibility

Minimum Qualification Requirements:

1. An associate degree or completion of 60 credits from an accredited college, including or supplemented by 9 credits in mathematics, statistics, accounting, and/or actuarial science; or
2. A four-year high school diploma or its educational equivalent and two years of satisfactory full-time experience performing mathematical, statistical, actuarial or accounting computations in one or more of the following: a) a retirement or employee benefits plan; b) customer service in a financial institution; and/or c) in a position requiring the application of laws, rules and regulations and the use of statistical, actuarial or similar tables; or
3. A satisfactory combination of education and/or experience equivalent to "1" or "2" above. College education may be substituted for experience in "2" above on the basis that 30 semester credits from an accredited college may be substituted for each year of required experience. However, all candidates must possess a four-year high school diploma or its educational equivalent and either 9 semester credits in mathematics, statistics, accounting and/or actuarial science from an accredited college or one year of experience as described in "2" above.

Additional Information

To be considered, candidates MUST:

- Meet the minimum qualifications
- Have experience in a high-volume call center
- Be vaccinated

Residency Requirements:

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.

EEO/Reasonable Accommodation and Diversity Statements:

At TRS we celebrate diversity and are committed to creating an inclusive environment for all employees. We are an Equal Opportunity Employer and do not discriminate based upon race, religion, color, national origin, ancestry, age, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

The Teachers' Retirement System of NYC offers reasonable accommodation during the application process for qualified individuals with disabilities. If you need assistance during the application or interview process and in completing new hire paperwork to accommodate a disability, please email requests to: HRInquiry@trs.nyc.ny.us. TRS also offers reasonable accommodation during employment in accordance with federal, state and local laws.

To Apply: If interested, please apply using the following methods.

City Employees: Employee Self Service (ESS). www.nyc.gov/ess.

All Other Applicants: www.nyc.gov/careers/search.

Search for Job ID#: 548138

Dated: 8/26/2022 **Posted Until:** 9/9/2022