

The City of Worcester Retirement Board is seeking qualified applicants for the position of **Retirement Member Service Representative** (Senior Customer Service Representative) for the Worcester Retirement Office. Under the direction of Executive Secretary, the position is responsible for answering questions and assisting active employees and retirees who contact the retirement office in person or by phone regarding pension and retirement benefits. This position assists with preparing files for each new employee, file documents, and performs various other relevant and clerical duties. Work will involve performance of a variety of tasks requiring independent judgement and action, including making frequent decisions in accordance with departmental policies and practice.

Bilingual applicants are encouraged to apply.

ESSENTIAL ELEMENTS:

- Process the necessary paperwork for members including but not limited to new membership paperwork, withdrawals, buybacks, and disability.
- Answer phone/walk-in inquiries and questions.
- Scan file documents for members both active and retired
- Explain Retirement System rules and regulations to City employees and beneficiaries
- Assist supervisors with administrative tasks
- Perform a variety of clerical tasks requiring independent judgment and action
- Assist active employees and retirees in preparation of all forms
- Input new employee information into computer system
- Maintain records of department rules, regulations and directives
- Research and prepare correspondence and reports as directed by Executive Secretary
- Coordinate the flow of information directed to the department staff
- Assist in processing of Disability Retirement Applications

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of research techniques
- Knowledge of computer/software use
- Excellent organizational skills
- Excellent written and verbal communication skills
- Strong attention to detail
- Ability to carry out routine administrative tasks independently and to conduct correspondence without review
- Ability to prepare clear and concise oral and written reports
- Ability to establish and maintain effective working relationships with other employees and departments
- Considerable knowledge of modern office practices, procedures, and equipment.
- Ability to interpret departmental policies and procedures

MINIMUM REQUIREMENTS:

- High school diploma or equivalent
- Prior experience working in a Professional Office/Customer Service Setting
- Computer proficiency including Microsoft Office (Word, Excel, Outlook)

PREFERRED QUALIFICATIONS:

- Associates degree in business or related field
- Experience working with databases and/or knowledge of medical terminology/procedures
- Experience working in a municipality
- Two (2) years of customer service experience in an office setting
- Two (2) years of clerical or administrative experience

SALARY RANGE: \$21.68 - \$26.35 hourly, full-time, with an excellent benefits package

PLACE OF EMPLOYMENT: 455 MAIN STREET CITY HALL ROOM 103 IN PERSON

EMPLOYMENT HOURS: M-F 8:00 AM TO 4:15 PM

To apply, please send cover letter and resume to Administrator Lisa Poske - PoskeL@worcesterma.gov