



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

**Civil Service Title:** Associate Retirement Benefits Examiner. Level I **Salary:** \$44,139 New Hire  
\$50,760 Incumbent Rate  
**Title Code:** 40493 \$63,550 Maximum

**Division:** Client Services

**Unit:** Call Center

**Job Description:**

NYCERS Call Center unit of Client Services has an opening for an Associate Retirement Benefits Examiner. The candidate should possess effective telephone communication skills, as well as, effective written skills to engage clients in a multi-channel contact center environment. 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. The candidate will need to display flexibility with teamwork in collaboration with other units in Client Services such as Customer Service and Medical as needed.

**Preferred Skills:**

Must be able to work in a diverse and fast paced environment with the ability to complete tasks by the indicated deadline and in an efficient manner.

Must have the ability to type 30 plus words per minute and be able to easily navigate through various NYCERS computer applications.

**MINIMUM REQUIREMENTS ARE ATTACHED**

**Internal candidates must have been rated Satisfactory or better on their Annual Evaluation.**

NYCERS is an Equal Opportunity Employer

**TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING POSTING NUMBER 009-18-0032 AND A COPY OF A CURRENT RESUME TO:**

**CITY EMPLOYEES:** Apply through Employee Self Service (ESS). [www.nyc.gov/ess](http://www.nyc.gov/ess).

**Search for Job ID#: 314865**

**ALL OTHER APPLICANTS:** Go to [www.nyc.gov/careers/search](http://www.nyc.gov/careers/search). Search for Job ID#: 314865

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 that you would like to be considered for the position under the 55-a Program.

**DATED:** 12/01/17

**POST UNTIL:** 12/14/17

**NYCERS POSTING NUMBER:**  
009-18-0032



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**Qualification Requirements:**

1. An associate degree or completion of 60 semester credits from an accredited college, including or supplemented by 9 semester credits in mathematics, statistics, accounting and/or actuarial science 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)** for customer service in a financial institution; and/or **c)** in a position requiring the application of law, rules and regulations and the use of statistical, actuarial or similar tables; or
2. A four-year high school diploma or its educational equivalent and four years of the experience described in "1" above. Each 15 semester credits from an accredited college including at least 3 credits in the areas described in "1" above may be substituted for each 6 months of experience to a maximum of 2 year's experience. All candidates must have a four-year high school diploma or its educational equivalent and at least 2 years of experience as described in "1" above.

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