DISTRICT OF COLUMBIA RETIREMENT BOARD
Position Vacancy Announcement

ANNOUNCEMENT NO: 20150120	POSITION: Member Services Manager
OPENING DATE: January 20, 2015	CLOSING DATE: Open Until Filled
TOUR OF DUTY: 8:30 a.m. – 5:00 p.m., Monday – Friday	STARTING RANGE: $65,120 - $81,400 DOQ (Grade 8) (Career Service) Entire Range: $65,120 - $100,610
LOCATION: 900 7th Street, NW, 2nd Floor Washington, DC 20001	AREA OF CONSIDERATION: Open to all applicants
NUMBER OF VACANCIES: One (1)	TYPE OF APPOINTMENT: Probationary to Regular
This position is NOT in a collective bargaining unit.	

*** ***Successful pre-employment criminal, financial, educational and certification background check required*** ***

ABOUT THE D.C. RETIREMENT BOARD: The District of Columbia Retirement Board is an independent agency of the District of Columbia Government. Our mission is to manage and control the assets of the D.C. Police Officers' and Firefighters' Retirement Plan and the D.C. Teachers' Retirement Plans as well as to administer benefits for the members of the plans.

POSITION SUMMARY:

This position provides oversight, guidance, and assistance to the staff that are front facing to the plan members. The manager ensures that the Member Services staff provides consistent and accurate communications to members, their family members, and others, respond to and/or direct calls from plan members and others to the appropriate business area, and log and distribute all mail. In addition, this position oversees the staff responsible for executing the Benefits Department records management policy, converting paper documents to imaged documents for both active and retired members of the Police, Firefighter, and Teachers' Retirement Plans, as well as other partnering agency communication. The Member Services Manager ensures that the staff demonstrates a high level of customer service a professional demeanor and a good understanding of Benefits processes in order to articulate appropriate information to members asking general process questions.

PRIMARY RESPONSIBILITIES:

1. Responsible for providing supervision, direction, and guidance to the Member Services staff.
2. Responsible for the Member Services staff's knowledge of plan provisions, benefits, rules, regulations, and procedures.
3. Responsible for producing monthly production against the unit's goals to include; the statistics for the agency's phone system, mail and records processing, and customer service interaction.
4. Ensures that the Member Services line is staffed during regular business hours (8:30 am - 5:00 pm), and that staff are appropriately trained both as a user and administrator of the system.

5. Responsible for managing the Benefits' Departments mailings (communications) to retired members; to include running queries for the specific targeted group/s, appropriately staffing the mailing projects to ensure timely execution to reach members.
6. Develops staff worksheets with appropriate responses for members to ensure correct information is given to the member when questions are asked.
7. Responsible for managing deliverables of the Member Services unit, by checking in with staff daily that their workload is balanced so that their deliverables are met.
8. Oversees the coordination, implementation, and day-to-day production of the Benefits Department records retention process in accordance with the Benefits records retention policy.
9. Interfaces with the agency Information Technology (IT) department in matters relative to document imaging and retrieval.
10. Ensures timely responses to general benefits inquiries received via the DCRB Benefits email address, via fax or letter, and in person. Coordinates answers to more complex issues with those having the appropriate expertise.
11. Responds as the next line of contact within the unit in response to member escalation issues.
12. Responsible for development and version control of Benefits forms and other supplemental publications, coordination of web site updates for forms and all communications, and interaction with departmental units and partnering agencies to advise of forms and publication updates .
13. Responsible for administering the annual open enrollment communication distribution process for the Federal and District Employee Health Benefits Program, Federal and District Employee Group Life Insurance Program.
14. Responsible for continual process improvement and working with the Quality, Compliance, & Projects unit to develop future services such as, authoring form letters to members, distribution of internal and external communications, and coordination of member seminars.
15. Responsible for the member experience: ensures that staff is knowledgeable, professional, positive, and productive.
16. Ensures appropriate phone messaging is provided on the live system and updates are addressed accordingly.
17. Maintains effective working relationships within the Benefits Department, other DCRB departments, and external partnering agencies.
18. Responsible for other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong resource management: establishing and maintaining team/individual priorities, mentoring staff, and providing ongoing and timely feedback.
- Demonstrated knowledge of prior call center operations.
- Understand records management priorities and control needs.
- Displays superior customer service technique and etiquette.
- Ability to coach and/or mentor staff to deliver excellence in customer service.

BEHAVIORAL COMPETENCIES:

- Excellent interpersonal, communications, and proven leadership skills.
- Strong decision-making, organizational, and problem solving skills with respect to people, process, and technology.
- Ability to operate independently, although knows when to ask for help; does not make leaps in knowledge or attempt to "ad lib" when answering questions.
- Ability to take initiative and display sound problem solving techniques.
- Excellent verbal and written communication skills.
- Working knowledge of Microsoft Office products used in publications: Publisher, Word, Adobe Acrobat, PowerPoint, and other related programs.
- Ability to accurately manage sensitive member data generated through electronic and paper records, and member inquiries.
- Proficient in computer applications (Microsoft Office, internet navigation and posting, email, PeopleSoft, and other pension systems such as, STAR applications).
- Demonstrated customer service orientation, such as ability to deal with difficult persons, communicate both positive and difficult messages, and to identify informational needs of members.
- Ability to work under tight deadlines.

Organizational

- Manages the day-to-day operation of the Member Services Unit.
- Takes initiative to maintain current knowledge and understanding of policies, practices, and procedures specific to retirement benefits.
- Understands how to navigate the organization to accomplish objectives;
- Possesses knowledge and skills necessary to perform the job;
- Defines resources and actions to achieve objectives within constraints;
- Builds effective partnerships with stakeholders, vendors (Insurance, Phone system).

Communications

- Assures that Police, Firefighter and Teachers' Plan members receive timely, accurate, and comprehensive responses to telephone and written inquiries regarding their retirement benefits in accordance with established performance metrics.
- Assures that information to members is provided in accordance with documented process, procedures and approved scripting.
- Provides guidance to plan members and beneficiaries and provides specific information of a more complex nature concerning questions that arise under the Police/Firefighter or Teachers' Retirement Plans.
- Oversees the gathering and validation of data and information and identifies areas that need further research; follows up to resolution timely.
- Communicates system requirements to the Quality, Compliance & Projects unit regarding changes to current systems as needed or when new processes are implemented.

Problem Solving

- Partners with other DCRB staff to resolve issues or to request supplemental information; and assures that the appropriate follow-up contact with members occurs within a 24 hour period (business days) either in writing or via telephone as appropriate.
- Inspects and evaluates quality of work performed by the staff.
- Proactively manages the business to minimize potential problems.
- Presents solutions as options for resolution to problems when discussing issues with the Deputy Chief Benefits Officer.
- Approaches tasks in a collegial manner, promotes team approach and vision.
- Identifies areas of improvement in processes; documents and presents proposals for resolution.
- Ensures errors/issues are coordinated and communicated to the Retirement Services and Quality, Compliance, & Projects units in a timely fashion.

QUALIFICATIONS:

- Bachelor's degree in relevant field or equivalent work experience.
- Retirement Plans Associate (RPA) or other pension certification required
- Three years prior call center operations experience required.
- Four to five years of pension/benefits administration experience preferred.
- A minimum of four years prior supervisory experience required.

WORKING CONDITIONS:

- Normal office environment.
- Work hours are 8:30 am - 5:00 pm.

COMPENSATION LEVEL: Grade 8

This job description indicates the general nature and level of work being performed by employees in this job. It is not intended to be an exhaustive list of all tasks, duties, and qualifications of employees assigned to this job. Incumbents may be asked to perform other duties as required.

RANKING FACTORS: NONE

HOW TO APPLY: Applicants must submit a completed DC2000 Employment Application form, letter of interest discussing eligibility and qualifications, and resume. The DC2000 Employment Application is available as a fillable file document on the "Working at DCRB" page on DCRB's website. You may view the page here: http://dcrb.dc.gov/service/working-dcrb

Applicants claiming Veterans Preference must submit official proof with application.

All educational and experience requirements used to determine eligibility for this position must be officially verified at the time of appointment. No offer of employment will be deemed fulfilled without such verification(s).

WHERE TO APPLY:	Via U.S. Mail to:	HR Director DC Retirement Board 900 7th Street NW, 2nd floor Washington, DC 20001
	Via Fax to:	(202) 343-3302 Attention: HR Director
	Via Email to:	dcrb.vacancies@dc.gov

NOTE: It is imperative that all information on the DC2000, resume and supporting documents be both accurate and truthful and is subject to verification. Misrepresentations of any kind may be grounds for disqualification for this position or termination.

NOTICE OF NON-DISCRIMINATION: In accordance with the DC Human Rights Act of 1977, as amended, DC Official Code, §2-1401.01, et seq. (Act), the District of Columbia Public Schools does not discriminate in its programs and activities on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family status, family responsibilities, matriculation, political affiliation, disability, source of income or place of residence or business. Sexual harassment is a form of sex discrimination, which is prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

NOTICE OF BACKGROUND INVESTIGATION AND PENALTIES FOR FALSE STATEMENTS: An offer of employment with the DCRB is contingent upon the completion and satisfactory result of a criminal, education and financial background investigation conducted by the DCRB or authorized agent prior to commencement of duty. In addition, an offer of employment for a position with specified education and certification qualification requirement(s) is contingent upon the completion and satisfactory result of an educational and/or certification background investigation conducted by the DCRB or authorized agent prior to commencement of duty (Pursuant to DCRB Policy No. DCRB-09-1-01).

Applicant understands that a false statement on any part of your application, including materials submitted with the application, may be grounds for not hiring you, or for firing you after you begin work (D.C. Official Code, section 1-616.51 *et seq.*) (2001). Applicant understands that the making of a false statement on the application or on materials submitted with the application is punishable by criminal penalties pursuant to D.C. Official Code, section 22-2405 *et seq*. (2001).

DRUG-FREE WORK PLACE ACT OF 1988: "PURSUANT TO THE REQUIREMENTS OF THE DRUG-FREE WORKPLACE ACT OF 1988, THE INDIVIDUAL SELECTED TO FILL THIS POSITION WILL, AS A CONDITION OF EMPLOYMENT, BE REQUIRED TO NOTIFY HIS OR HER IMMEDIATE SUPERVISOR, IN WRITING, NO LATER THAN FIVE (5) DAYS AFTER CONVICTION OF OR A PLEA OF GUILTY TO A VIOLATION OF ANY CRIMINAL DRUG STATUTE OCCURRING IN THE WORKPLACE."

FFICIAL JOB OFFERS ARE MADE ONLY BY THE DCRB HUMAN RESOU