DISTRICT OF COLUMBIA RETIREMENT BOARD
Position Vacancy Announcement

ANNOUNCEMENT NO: 20220908

POSITION: Member Services Representative

OPENING DATE: September 8, 2022

CLOSING DATE: Open Until Filled

TOUR OF DUTY: 8:30 a.m. – 5:00 p.m.
  Monday - Friday

ENTIRE RANGE: $37,389--$61,903 DOQ (Grade 3)

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: Career Service
  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 (DCRB) 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 Fund and the D.C. Teachers’ Retirement Fund as well
  as to administer benefits for the members of the of the D.C. Police Officers’ and Firefighters’ Retirement Plan
  and the D.C. Teachers’ Retirement Plan.

POSITION SUMMARY

The Member Services Representative acts as the primary DCRB point of contact for members, providers, and
  other key stakeholders. This position interacts with members via phone, email, written correspondence, in
  person, and virtually to provide information, requirements and troubleshoot complex issues in response to
  inquiries about coverage, benefits, and services. This position also handles and resolves member complaints. 
  The representative will respond to inquiries from both active and retired members, survivors, beneficiaries, and
  others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Interpret Summary Plan provisions and department policies to respond to telephone, fax, and
   electronic inquiries from active and retired members, survivors, beneficiaries, and others.

2. Research required information using available resources and triage when necessary.

3. Responsible for navigating multiple systems applications such as Excel logs, STAR (the System
   to Administer Retirement, an automated pension/payroll system), Access databases, FileNet, and
   Human Resource Information Systems (HRIS) system in order to resolve customer issues.

4. Complete transactions as required using internet applications or manual procedures as required,
   including tax updates, health care changes, direct deposit changes, change of addresses, contact
   updates, Power of Attorney updates, notification of deaths, and other member changes related to their
   annuity.

5. Properly distribute DCRB forms and ensure the forms are available to members via fax or email.
   Provides instructions to members on how to access forms by using the DCRB website.
6. Capture and document member feedback; receives, resolves, and routes and follows up on
day-to-day transactions and member requests as defined by Department policies, procedures,
and guidelines.

7. Draft original member correspondence related to the specific issue of the member.

8. Perform lobby service intake functions by scheduling appointments with members, meeting face-
to-face or virtually, and assisting members in completion of forms, submission of documents, or
any other matter related to the annuity or retirement processing within the responsibility of the
Member Services Unit.

FUNCTIONAL COMPETENCIES

- Knowledge of Benefit Administration process and procedures including but not limited to: retirement
applications, claims submission, insurance, records management.

- Knowledge of operation of personal computers, Microsoft office products and general office equipment -
photocopy machines; fax machines, image processors, and ancillary fulfillment equipment.

- Ability to apply intermediate arithmetic, using a calculator or Excel spreadsheet.

- Excellent customer service and communication skills (both oral and written).

- Ability to thoroughly and accurately follow-up on member cases, and inform Benefits management of outcomes.

- Above average computer-navigation skills. Must be able to talk and type simultaneously (sometimes while using
multiple applications), with an emphasis on providing accurate information.

REQUIRED EDUCATION & PROFESSIONAL CERTIFICATIONS

- Associate degree or equivalent work experience.

- Bachelor’s degree, preferred.

JOB EXPERIENCE (YEARS & TYPE)

- Minimum three (3) years of experience working in a fast-paced office and/or high-volume call center environment.

- Minimum five (5) years of specialized experience in employee benefits (health, life and/or payroll).

- Minimum five (5) years of experience with data entry.

This job description describes the general nature and level of work being performed by the individual(s) assigned
to this position. It is not intended to be an exhaustive list of all tasks, duties, responsibilities, and skills required.
Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In
addition, reasonable accommodations may be made to enable individuals with disabilities to perform the
essential functions of this position.

WORKING CONDITIONS

- Normal office environment (hybrid work schedule)

- Work schedule 8:30 am – 5:00 pm

- Primarily working at a desk with a computer terminal and keyboard, filing in numeric and alphabetic data.

- The telephone and email are used as the primary means of communicating with members. Assignment at
the front-desk will require face-to-face interactions.
EQUAL EMPLOYMENT OPPORTUNITY

DCRB is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss potential accommodations with the employer.


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 e-mail 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 Retirement Board (DCRB) 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 WORKPLACE 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.”

OFFICIAL JOB OFFERS ARE MADE ONLY BY THE DCRB HUMAN RESOURCES