



**DISTRICT OF COLUMBIA RETIREMENT BOARD
Position Vacancy Announcement**

ANNOUNCEMENT NO: 20200417	POSITION: Member Services Representative
OPENING DATE: April 17, 2020	CLOSING DATE: Open Until Filled
TOUR OF DUTY: 8:30 a.m. – 5:00 p.m., Monday – Friday	STARTING RANGE: \$37,389 -- \$46,736 DOQ (Grade 3) (Career Service) Entire Range: \$37,389 -- \$60,690
LOCATION: 900 7 th Street, NW, 2 nd 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 (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

Acts as the primary DCRB point of contact for members, providers and other key stakeholders to provide information 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, Access databases, FileNet, and Human Resource Information Systems (HRIS) system in order to resolve customer issues.
4. Complete participant 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 web site.
6. Capture and document member feedback; receives, resolves, and routes complaints as defined by Department policies, procedures, and guidelines.
7. Draft original member correspondence related to the specific issue of the member.

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
- Intermediate arithmetic, using a calculator or Excel
- Excellent customer service and communication skills (both oral and written)

REQUIRED EDUCATION & PROFESSIONAL CERTIFICATIONS

- Associate degree or equivalent.

JOB EXPERIENCE (YEARS & TYPE)

- Three years of experience working in an office and call center environment.

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.

WORKING CONDITIONS

- Normal office environment

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.

HOW TO APPLY:

Applicants must submit a completed DC2000 Employment Application, 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 e-mail to: dcrb.vacancies@dc.gov;

Via fax to: (202) 343-3302, ATTN: HR Director

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 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 STATUE OCCURRING IN THE WORKPLACE."



OFFICIAL JOB OFFERS ARE MADE ONLY BY THE DCRB HUMAN RESOURCES

