



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

ANNOUNCEMENT NO: 20180808	POSITION: Member Services Representative
OPENING DATE: August 08, 2018	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 - \$57,767
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
<u>This position is NOT in a collective bargaining unit.</u>	

***** 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

The Member Services Representative acts as the primary DCRB point of contact for our members, providers and other key stakeholders focusing on exceptional customer satisfaction and first call resolution. This position interacts with members 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. The Member Services Representative will communicate and interact with members in a variety of ways, and on a daily basis. Interactions may be in person, on the telephone, through electronic means, and through written correspondence. Other duties include ensuring that member documentation is available to members who visit the office, scanning incoming mail and personnel document into FileNet, and helping members to utilize DCRB's website. The Member Services Representative also completes call logs to record customer interactions and transactions, and records details of inquiries, complaints, and comments, as well as actions taken.

PRIMARY RESPONSIBILITIES

- Analyze member retirement issues and provide problem resolution to active and retired members, survivors, beneficiaries, and others.
- Interpret Summary Plan provisions and department policies to respond to telephone, fax, and electronic inquiries from active and retired members, survivors, beneficiaries, and others.
- Research required information using available resources and triage when necessary. Responsible for navigating multiple systems applications such as Excel logs, STAR, Access databases, FileNet, and PeopleSoft in order to resolve customer issues.
- 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.
- Properly distribute DCRB forms and ensure the forms are available to members via fax or email. Additional assistance communicating to members and providing instructions on how to access forms by using the DCRB web site.

- Capture and document member feedback; receives, resolves, and routes complaints as defined by Department policies, procedures, and guidelines.
- Draft original member correspondence related to the specific issue of the member.
- Learn and maintain current knowledge of the defined benefit retirement plan provisions and administration systems, how to retrieve and interpret participant account and plan data as well as other existing applications.
- Set-up and operate equipment that supports prepping and scanning. Preparation includes: receiving loose paper, sorting, identifying types of documents, pulling staples, removing paper clips, etc.
- Open and sort mail, scans and keys information into database for distribution. Conducts research in filing system, pulls files, etc. Responsible for quality control of scanned documents
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of how to process claims submitted by members for benefits, including voluntary retirement, disability retirement, discontinued service, and other reduction-in-force provisions (specific to Teachers).
- Knowledge of the conditions required for reinstatement of insurance, conversion of life insurance, basic features of programs, and options associated with retirement e.g., cost, coverage, and time limits for filing.
- Knowledge of the preparation and submission of retirement applications.
- Knowledge of survivor benefits, purchases of service, refunds/redeposit, and other current and emerging provisions.
- Knowledge of information and the process surrounding requests to purchase prior service and/or military service.
- Knowledge of Benefits records management process and procedures.
- Knowledge of imaging systems to retrieve retiree data.
- Knowledge of tools required to perform Member Services functions, including:
 - Photocopy machines; fax machines, image processors, and ancillary fulfillment equipment.
 - Personal computers and Microsoft office products.
 - Intermediate arithmetic, using a calculator or Excel.
 - Cannon scanner processing and Kofax Capture data functions.
- Excellent customer service and communication skills (both oral and written).
- Willingness to work as a part of a team.
- Organization and coordination skills.
- Ability to maintain calendars and schedule appointments.
- Ability to understand and follow specific instructions and procedures.
- Ability to maintain confidentiality of records and information.

BEHAVIORAL COMPETENCIES

Organizational

- Takes ownership for the member experience, ensuring it is both positive and productive.
- Displays a commitment to ensure ongoing knowledge of processes and procedures required for the job.
- Works well under pressure and in a rapidly changing environment.
- Consults with appropriate staff from all levels within the department to effectively address a member's inquiry.

Communication

- Effectively communicates the specifics of each Plan for the various group covered by DCRB.
- Effectively communicates how benefits, withdrawals, rollovers, and disbursements are processed for our Members.
- Regularly initiates communication to the Member Services Lead and/or Manager about information and ideas to improve Member Services processes, based on interaction with our members.
- Protects member privacy and confidentiality by consistently maintaining full compliance with all DCRB regulations.
- Resolves customers' problems and to demonstrate patience and remain courteous when faced with difficult or angry callers.

Problem Solving

- Resolve diverse intermediate to complex member problems/questions related to any aspect of a member's retirement (eligibility, plan provisions, internal processes, compliance, etc.) typically governed by established practice or department precedent, but in some cases discretion may need to be applied.
- Employ discretion and independent judgment to ensure compliance with Plan provision and customer service best practices. Decisions made may have both member and department-wide impacts.
- Assist Lead and/or Manager in establishing and implementing changes to the Member Services processes that require improvement.

QUALIFICATIONS

- Associate's degree or equivalent (Bachelor's preferred), with at least three years of experience working in an office and call center environment; or
- A minimum of five years of specialized experience that provided the knowledge, skills, and abilities to successfully perform the duties of the position.

WORKING CONDITIONS

- Normal office environment
- 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.

COMPENSATION LEVEL: DCRB Grade 3

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 Retirement Board 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."



OFFICIAL JOB OFFERS ARE MADE ONLY BY THE DCRB HUMAN RESOURCES

