



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

ANNOUNCEMENT NO: 20230804	POSITION: Member Services Representative
OPENING DATE: August 4, 2023	CLOSING DATE: Open Until Filled
TOUR OF DUTY: 8:30 a.m. – 5:00 p.m. Monday - Friday	ENTIRE RANGE: \$41,525--\$64,379 DOQ (Grade 03)
LOCATION: 900 7 th Street, NW, 2 nd Floor Washington, DC 20001	AREA OF CONSIDERATION: Open to all applicants
NUMBER OF VACANCIES: Three (3)	TYPE OF APPOINTMENT: Career Service <i>Probationary to Regular</i>
This position is NOT in a collective bargaining unit.	

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

ABOUT THE DISTRICT OF COLUMBIA 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 (*Duties that occupy a major portion of time and importance in the job*)

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
- 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.

HOW TO APPLY: Applicants must submit a completed District of Columbia Employment Application (DC2000), letter of interest discussing eligibility and qualifications, and resume. The DC2000 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;

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

