



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

ANNOUNCEMENT NO: 20131119	POSITION: Member Services Representative
OPENING DATE: November 19, 2013	CLOSING DATE: Open Until Filled
TOUR OF DUTY: 8:30 a.m. – 5:00 p.m., Monday - Friday	STARTING RANGE: \$33,000 - \$41,250 DOQ (Grade 3) (Career Service) Entire Range: \$33,000 - \$50,985
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

This position is the first point of contact with a member. This position responds to inquiries from both active and retired members, survivors, beneficiaries, and others, in person, on the telephone, through electronic means, and through written correspondence.

PRIMARY RESPONSIBILITIES

- Provide customer service to active and retired members, survivors, beneficiaries, and others who have scheduled or unscheduled appointments and who are seeking assistance.
- Respond to telephone, fax, and electronic inquiries from active and retired members, survivors, beneficiaries, and others.
- Responsible for member access to DCRB forms, ensuring forms are available to members who visit the office, and directing members who call how to locate the forms via the DCRB web site.
- Responsible for managing calls from time of entry through resolution (including “warm transfers” of calls to the appropriate representative).
- Assists in mass mailing efforts for the Benefits Department as needed.
- Responsible for drafting member correspondence.
- Responsible for promoting a positive member experience, through a friendly tone and help attitude.
- Responsible for other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the preparation and submission of retirement applications.

- 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 how to process simple claims submitted by members for benefits, including voluntary retirement, disability retirement, discontinued service, and other reduction-in-force provisions (specific to Teachers).
- 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.
 - Basic arithmetic, using a calculator or Excel.
 - Cannon scanner processing and Kofax Capture data functions.
- Knowledge of and trained on customer service and communication skills.
- Ability to clearly communicate information and ideas, both verbally and in writing.
- 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.

Communication

- Effectively communicate the specifics of each plan for District or Federal tiers.
- 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.

Problem Solving

- Assists Lead and/or Manager in establishing and implementing changes to the Member Services processes that require improvement.

QUALIFICATIONS

- High School diploma or equivalent, with at least one to two years of experience working in an office environment; or
- A minimum of two to three 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 is used as the primary means of communicating with members.

COMPENSATION LEVEL: 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 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."



OFFICIAL JOB OFFERS ARE MADE ONLY BY THE DCRB HUMAN RESOURCES

