

Sr. Member Service Representative - Boston Retirement Systems

Brief Job Description (essential functions of the job):

The Boston Retirement Board seeks to provide accurate, timely and consistent guidance and benefits to its members. Reporting to the Manager of Member Services and in accordance with performance indicators such as quality of service and productivity, performs most research and transactions independently in the V3 Benefits Administration systems and completes duties as assigned by the V3 workflow system; guides Member Services Representatives as requested and performs peer review of casework performed by other Senior Member Services Representatives to help ensure the quality of service provided by the group.

Responsibilities:

- Provides end-to-end retirement services from orientation through final disbursement to members and their beneficiaries; guides members through the retirement process to ensure the provision of benefit entitlements.
- Ensures data quality by locating missing items, spotting inconsistencies, validating historical calculations and corroborating any assumptions used for those calculations.
- Conducts research to verify and crosscheck data related to member's rights and department's obligations and then conducts transactions in the V3 Benefits Administration system.
- Performs peer review on the transactions and other work performed by Member Service Representatives prior to review by Compliance and QA staff.
- Completes final transactions upon verification and approval by Compliance/QA including adjustment to member's account to process deduction shortage invoice or refund.
- Effectively interacts with members, employers, and government entities on the phone and in person.
- Answers members questions related to the content in the Boston Retirement Board Guide and Chapter 32 or refers to someone that can answer their question.
- Identifies any issues or impediments to timely completion of a case and takes action to overcome those barriers.
- Provides data and other information as requested by intradepartmental teams including Disability, Legal, Compliance, Reporting, etc.
- Uses all available documentation to ensure that members are provided with accurate information in the delivery of services that meet departmental standards.
- Assists with special projects as assigned by senior management.
- Performs related work as required.

Minimum Entrance Qualifications:

- Two (2) years of full time, or equivalent part time, experience in office management, office administration, business administration, or business management, the major duties of which included acc
- An undergraduate degree with a major in business administration, business management or public administration or related field may be substituted for two (2) years of required experience.
- Accurate preparation, tracking, maintenance, and safeguarding of highly sensitive documentation, researching and interpreting financial data, and customer service.
- Knowledge of office practices and procedures; of filing and retrieval procedures. Knowledge of Massachusetts public employees retirement laws and regulations (MGL Ch.32) preferred.

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- Ability to enter data and process transactions, to review data, to research and interpret financial data utilized as the base for fiscal computations necessary to retirement accounts, to resolve problems, to communicate effectively orally and in writing, to follow oral and written instructions and department's best practice guidelines, to provide quality customer service in person and on the phone, to establish and maintain effective working relationships, to work effectively both as a team member and independently. .
- Ability to exercise good judgment and focus on detail as required by the job.

Boston Residency Required.

Terms:

Union/Salary Plan/Grade: SEIU/RL-15

Hours Per Week: 35

TO APPLY:

https://city-boston.icims.com/jobs/26428/sr.-member-service-representative/job?hub=8&_gl=1*_wylcm7*_ga*MjA5MzE5MzA3NS4xNzA3NDI3MDY1*_ga_5Y2BYGL910*MTcwNzQyNzA2Ni4xLjEuMTcwNzQyNzA3MS4wLjAuMA..