



Service Center Representative
\$50,000 - \$55,000

Since 1917, Teachers' Retirement System of the City of New York (TRS) has been building better tomorrows for the educators of New York City. TRS serves over 215,000 members with a mission to provide them retirement, disability, and death benefit services.

The Service Center Representative role is responsible for providing exceptional customer experience and solutions to active and inactive members, retirees, and beneficiaries. The successful candidate is highly motivated and will go the 'extra mile' to provide high-quality service.

Under the direction of the Contact Center Manager, the duties and responsibilities for this role include, but are not limited to, the following:

- Answer all service center calls and respond to members' questions while providing exceptional service across all communication channels (telephone, email, chat);
- Comprehend and review details of existing/historical data regarding inquiry in system to provide members with necessary information;
- Respond and resolve all member inquiries and requests on first contact to avoid follow-up and other assistance;
- Research and examine all relevant information to assess validity of concern, determine possible causes and resolutions;
- Manage difficult and/or emotional customer situations, respond promptly to customer needs, and solicit customer feedback to improve service;
- Work as an active member of the team to minimize customer hold time and reduce call-backs and escalations;
- Utilize good judgment and possess the ability to handle highly confidential material and information;
- Perform other duties as required.

MINIMUM QUALIFICATION REQUIREMENTS

1. An associate degree or completion of 60 semester credits from an accredited college and either:
 - one year of satisfactory full-time experience performing analytical, administrative or customer service tasks; or
 - one year of satisfactory full-time experience performing mathematical, statistical, actuarial, or accounting computations in one or more of the following:
 - a retirement or employee benefits plan; and/or
 - for customer service in a financial institution; and/or
 - in a position requiring the application of law, rules, and regulations and the use of statistical, actuarial, or similar tables; or

2. An associate degree or completion of 60 semester credits from an accredited college, including or supplemented by 9 semester credits in mathematics, statistics, accounting, economics, finance, data analytics, project management, business administration, public administration and/or actuarial science; or
3. A four-year high school diploma or its educational equivalent and two years of satisfactory full-time experience performing mathematical, statistical, actuarial, or accounting computations in one or more of the following:
 - a retirement or employee benefits plan; and/or
 - for customer service in a financial institution; and/or
 - in a position requiring the application of law, rules, and regulations and the use of statistical, actuarial, or similar tables; or
4. A four-year high school diploma or its educational equivalent and three years of satisfactory full-time experience performing analytical, administrative or customer service tasks.

PREFERRED SKILLS IN ADDITION TO MINIMUM QUALIFICATIONS

- Demonstrated customer service experience. Exceptional communication, interpersonal, and organizational skills; and the temperament to interact with a variety of personalities in a tactful, pleasant, and professional manner.
- Outstanding attention to detail, and the ability to prioritize and perform multiple tasks.
- Excellent interpersonal, communication (verbal and written) and organizational skills (includes Microsoft Office Suite proficiency and Automatic Call Distribution System (ACD)).

WHAT WE OFFER

TRSNYC offers a comprehensive benefits package:

- 9a-5p schedule and hybrid work schedule, work/life balance;
- PTO, holidays, sick leave;
- Health benefits, dental and vision coverage, prescription drug plans, Flexible Spending Programs (FSA), and commuter benefits plan;
- Retirement savings plan (The New York Employees' Retirement System);
- Professional Development;
- Scholarships and college savings program;
- Employee Assistance Programs (EAP);
- Public Service Loan Forgiveness (PSLF)

TO APPLY :

Submit your resume and cover letter with "Service Center Representative" in the subject line to [@Careers@\[trs.nyc.ny.us\]\(mailto:trs.nyc.ny.us\)](mailto:@Careers@trs.nyc.ny.us)

Note: We appreciate every applicant's interest; however, only those under consideration will be contacted. Certain residency requirements may apply.