

Oklahoma Public Employees Retirement System
Call Center Representative (unclassified)

OPERS is accepting applications for Call Center Representative. To apply, submit your resume and an OPERS employment application to:

Oklahoma Public Employees Retirement System
ATTN: Human Resources
5801 N. Broadway Ext., Suite 400
Oklahoma City, Oklahoma 73118

The OPERS employment application can be found at <http://www.opers.ok.gov/jobs>.

All positions at OPERS are located at 5801 N. Broadway Ext., Suite 400, Oklahoma City, OK 73118. Please mail or hand-deliver your application and resume during regular business hours, Monday-Friday, 8:00 a.m. to 5:00 p.m. To be considered, applications must be received in this office by the application deadline. Faxed applications are not accepted.

Application Deadline: Wednesday, March 19, 2014 @ 5:00 p.m.
Job Title: Call Center Representative
Number of Vacancies: 1
Hiring Rate: \$35,163 annually

Summary: Responsible for handling a large volume of inbound phone calls. Thoroughly reviews the needs of callers to ensure accurate and appropriate service is provided. Strives to provide one-call resolution for questions and requests identified by callers. Must be skilled at performing a wide variety of tasks and must take personal initiative to find answers and solutions for callers and visitors. Provides back up for other agency functions such as mail, document imaging, assistance with publications and pre-retirement seminars, and other responsibilities as needed.

Essential Functions: The essential functions of this position include, but are not limited to, the following:

1. Responds to inbound member calls in the Call Center with a high standard of professionalism and courtesy.
2. Answers agency telephone system in the reception area and greets walk-in visitors to the agency in a prompt and courteous manner.
3. Conducts thorough review of caller's needs and provides recommendations for solutions.
4. Researches and resolves a wide variety of questions/issues related to the OPERS and URSJJ plans including, but not limited to, withdrawal and rollover requests, determining years of service, service purchases, repayment of withdrawals, reviewing and approving enrollments and beneficiary forms, retirement payments, direct deposits, survivor benefits, beneficiary changes, tax withholding changes, address changes, processing replacement retirement warrants, death benefits, power of attorney issues, and explaining benefit estimates. Calculates routine benefit estimates.
5. Researches and resolves questions and issues related to the SoonerSave plans including, but not limited to, participation issues, providing forms and plan information, explaining required minimum distributions, investment options, changing investment elections, enrollment and termination of SoonerSave participation, changing deferral amounts, hardship withdrawals, and navigating the SoonerSave website.
6. When necessary, routes call to other departments with an introduction including the nature of the call, the caller's name, and other relevant information.
7. Processes member's requests for all agency forms and publications in a timely manner and gives assistance on properly completing forms and applications as necessary.
8. Completes appropriate documentation of member's call and follows-up in computer program as required.

9. Seeks ways to improve methods and procedures as well as assisting in maintaining and updating Call Center procedures on agency intranet. Improves call center procedures as modifications are made.
10. Ensures that confidential, private and public information is handled appropriately and that agency documents are maintained in accordance with agency policies.
11. Stays current with respect to retirement-related laws, OPERS policies and procedures, and legislative changes and updates.
12. Assists members and retirement coordinators in navigating the public website, the online enrollment system, and other agency systems as needed.
13. Provides backup assistance in Member Services and SoonerSave when requested.

Physical Aspects of the Position: The physical aspects of this position consist primarily of sitting at a desk with a computer terminal, telephone and keyboard. As needed, filing in numeric and alphabetic order, retrieving physical member documents, using a calculator, copier and fax machine. Lifting and carrying objects weighing 25 pounds or less may also be required.

Knowledge, Skills, and Abilities:

1. Ability to read, comprehend and apply agency policies and procedures, seeking assistance when needed.
2. Knowledge of standard office methods, procedures, equipment and technologies, grammar, punctuation, spelling, basic mathematics, telephone procedures, and standard business communications; knowledge of agency records and document maintenance.
3. Understanding of a full range of duties with respect to agency benefits including calculating and explaining benefit estimates, new retiree benefits, retiree changes, death benefits, power of attorney, vested benefits, SoonerSave participation issues, as well as necessary follow-up correspondence and system documentation.
4. Ability to follow oral and written instructions and to establish and maintain effective working relationships with others. Ability to maintain control and composure during difficult and stressful situations having a calming effect on others.
5. Demonstrated expertise in navigating technical systems such as workflow, imaging software, databases, and other agency systems to locate and analyze appropriate records.

Education and Experience: Three years experience in customer service or in technical bookkeeping, accounting, auditing, claims adjusting, eligibility determination or review, analyzing requests for determination of retirement benefits. Thirty semester hours of college coursework may be substituted for each year of experience required.