



memo:

**** PLEASE POST ****

TO: All PEF Offices
FROM: Human Resources
DATE: August 7, 2023
RE: USW Vacancy

In accordance with Article 23(A) of the PEF/USW Agreement, please be advised that the following vacancy may be applied for in writing:

Position: TEMPORARY Benefits Service Representative
* August 21, 2023 - May 17, 2024 *
Location: Membership Benefits Program (Albany)
Category: 3 (USW)
Salary: \$37,566.00 – Hiring Rate (minimum)
\$48,976.00 - Step 5 (maximum)

**PEF retains the right to increase the starting salary based on experience.*

Interested members of staff are invited to submit their resume to:

Office of Human Resources
Public Employees Federation
1168-70 Troy-Schenectady Road
PO Box 12414
Albany, NY 12212-2414
or by e-mail to HR@PEF.org

Qualifications and job description are attached. Services for this position are required immediately.

cc: Statewide Officers
Regional Coordinators
Trustees
USW 9265 President

NYS PUBLIC EMPLOYEES FEDERATION

POSITION DESCRIPTION

Position Title: Benefits Service Representative

Department: Membership Benefits

Position Summary: Review and process applications for all administered insurances, process payroll deduction of premiums, and respond to members' questions and complaints regarding sponsored programs.

Qualifications: High school diploma or equivalent required, two or more years experience in customer service such as group benefits administration, insurance call center, member service organization, etc., is required. A college degree in business, communications or related field may be used to offset required experience.

Computer skills including Microsoft Office (Word, Excel, Access, etc.) products are essential.

Successful candidate must demonstrate excellent written and verbal communication skills, analytical skills, and strong organizational skills including time management, and attention to detail. The ability to travel to various work locations including those not accessible by mass transportation.

Key Functions:

* 1. Responsible for receiving, responding to, and directing member phone calls and correspondence.

*2. Provide available information upon request and escalates issues as appropriate.

*3. Process payroll deductions.

*4. Travel to state worksites, to staff information tables.

*5. Compose and prepare routine correspondence for signature.

*6. Process exam fee reimbursement applications.

7. Assist with the processing of sales orders as assigned.

8. Perform such other duties as may be assigned.

*9. Consistent and reliable attendance.

** Identifies essential function/fundamental job duty.*