

# Job Description

**Job Title:** Associate Member Services Representative  
**Reports To:** Supervisor - Member Services Center  
**Department:** Member Services Center  
**Division:** Benefits Administration

**Pay Range:** 3  
**FLSA Status:** Non-Exempt

**SUMMARY:** This position is responsible for completing the Associate Member Services Representative training program to be able to deliver complex information to members and benefit recipients. The position serves as the primary contact for answering member inquiries via telephone in a professional manner; creating an informative, relevant, and valuable experience to the members we serve.

## ESSENTIAL FUNCTIONS:

1. Actively participates in classroom, online, and individual training exercises to successfully complete the Associate Member Services Representative training program.
2. Partners with assigned mentor during specified timeframe to respond to inbound telephone inquiries from members, benefit recipients, and others regarding all OPERS benefits and services.
3. Displays strong customer service skills while responding to inbound telephone inquiries from members, benefit recipients and others regarding all OPERS benefits and services regarding foundational knowledge.
4. Continues development of skills in order to provide benefit information necessary for members to make informed life path decisions regarding all available benefit and retirement options during their public service career.
5. Works to improve the integrity of member account data by verifying and updating member account information during each interaction.
6. Promotes benefit awareness by identifying and offering additional resources and self-service options.
7. Provides assistance in scheduling phone, virtual, and face-to-face appointments with Benefit Counselors to discuss all OPERS benefits and services.
8. Gathers necessary information to enable other internal departments to process requests and refers inquiries when necessary.
9. Contributes to a positive work environment.
10. Performs other duties as assigned.

## KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM ESSENTIAL FUNCTIONS\*

### Education

• High school diploma or GED	• <input checked="" type="checkbox"/> Required
• Associate degree or technical school	• <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred

Direct relevant experience can be substituted for education (if applicable)

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### Qualifications

• Strong customer services skills	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Strong written and verbal communication skills as well as active listening	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Strong analytical and problem-solving skills	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Strong attention to detail	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Ability to quickly understand, orient to, and learn new information that will be communicated to others	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Strong organizational and time management skills	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred

• Ability to work independently	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
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**Experience**

• 3 years' experience providing superior customer service to clients, customers or members	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Experience interpreting and delivering complex information in an understandable and compelling manner	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred

**Certifications/Licenses**

• No certifications/licenses	• <input type="checkbox"/> Required <input type="checkbox"/> Preferred
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**Physical Requirements\*** (if applicable)

• Must be able to work in a stationary position throughout the workday	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
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**\*Reasonable accommodations may be made to enable individuals with disability to perform the essential functions. If repetitive physical movement is required to perform the essential functions of the position, please discuss with HR**

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**DISCLAIMER:** *The above statements are not intended to be construed as an exhaustive list of all duties, skills and responsibilities required.*

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