



NHRS

New Hampshire Retirement System

NEW HAMPSHIRE RETIREMENT SYSTEM CAREER OPPORTUNITY

CONTACT CENTER REPRESENTATIVE

Interested and qualified applicants please submit resumes to the NHRS Human Resources team via email at careers@nhrs.org

Position Title: Contact Center Representative

Functional Area: IT

Date Established: 04/22/2022

Title of Supervisor: Contact Center and Administrative Manager **Date of Last Amendment:** N/A

NHRS Position Band: E

Collective Bargaining Unit Status: In Unit

\$20.15-\$23.04/hour (within overall range of \$18.31-\$27.50/hr)

FLSA Status: Non-Exempt

Supervises: None

SCOPE OF WORK:

To provide efficient, high-quality and accurate information and services, exceeding the expectations of members, retirees, beneficiaries, and other various stakeholders of NHRS ("Stakeholders"). This position is responsible for answering and making recorded calls to or from Stakeholders, as well as serving the needs of Stakeholders who walk in or initiate contact through email or fax.

ACCOUNTABILITIES:

- Respond on a timely and accurate basis to inbound calls in accordance with documented Contact Center service standards.
- Maintain the confidentiality and security of all members, retirees and beneficiaries by following all existing verification procedures prior to discussing/releasing personal information to anyone.
- Under the guidance of a Sr. member of the team respond efficiently and accurately to inquiries, regarding the retirement process, benefit options, forms and paperwork required. Dialogue with retirees regarding benefit changes, survivorship options and benefit termination. Explain possible solutions, and ensure that members and beneficiaries feel supported and valued.
- Under the guidance of a Sr. member of the team initiate appropriate workflows for complicated or detailed inquiries that fall outside the scope of Contact Center responsibilities.
- Engage in active listening with callers and walk-ins, to confirm or clarify information.
- Build sustainable relationships and engage Stakeholders by going the extra mile.
- Maintain detailed records of all conversations in our Contact Center database and/or PensionGold, as appropriate.

- Under the guidance of a Sr. member of the team perform non-phone processes on an as-needed basis, including but not limited to; printing statements and processing faxes, 1099 reprints, demographic changes, process forms and mail in accordance with established procedures.
- Under the guidance of a Sr. member of the team monitor and respond to or forward email inquiries from Stakeholders regarding NHRS benefits in order to assure the timely, consistent, accurate information dissemination.
- Under the guidance of a Sr. member of the team respond to member/retiree inquiries related to My Account, NHRS' secure member portal, including password retrieval, account setup, and other inquiries.
- Attend educational seminars to improve knowledge and performance level.
- Meet personal/team qualitative and quantitative targets.
- Perform other appropriate and related duties as assigned by supervisor.

MINIMUM QUALIFICATIONS:

Education: Associate's degree with major study in human resources, business administration, human services, communications, and accounting or another related field or equivalent experience. Each additional year of relevant formal education may be substituted for one year of required work experience.

Experience: Minimum of one year in a professional office environment, performing various administrative support functions, including customer service. Experience in a call center preferred.

Track record of excellent attendance and positive team work. Each additional year of qualified work experience may be substituted for one year of formal education.

License/Certification: Valid driver's license.

SPECIAL REQUIREMENTS: This position may require some in-state and out-of-state travel and the ability to work a flexible schedule, including periodic evening hours.

RECOMMENDED KNOWLEDGE, SKILLS, AND TRAITS:

- Must be committed to providing excellent service to diverse population.
- Must be able to interact with members via phone, email, and mail.
- Must have excellent interpersonal skills and telephone communication skills.
- Must have conflict management skills and self-control.
- Must be PC literate, able to type accurately, and able to wear a headset.
- Must show ability to perform detailed functions quickly and accurately.
- Eligible for Notary Public appointment.

PHYSICAL REQUIREMENTS:

- The employee must have the ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards.
- Communicate with others to exchange information (Constantly).
- Analyze accuracy, neatness, and thoroughness of the work assigned (Constantly).
- Requires computer responsibility which involves extensive use of keyboard, mouse and monitor, and repeat motions that include the wrist, hands, and/or fingers (Constantly).

WORK ENVIRONMENT/CONDITIONS:

- Dayshift hours primarily, although overtime may be required to meet project deadlines.
- Physically able to participate in training sessions, presentations, and meetings.
- Work-related assignments on weekends are possible.