



GOVERNMENT EMPLOYEES' RETIREMENT SYSTEM OF THE VIRGIN ISLANDS

An Equal Opportunity Employer

ANNOUNCES AN OPENING FOR THE FOLLOWING POSITION ON THE ISLAND OF ST. THOMAS

Customer Service Representative

The customer service representative position is responsible for providing quality and efficient customer service to members, retirees, and customers in person, on the phone, through online communications, and on the member self-service system. Responsible for inquiries, education/information, processes, procedures, and systems related to the servicing of members, retirees, and internal and external customers. Delivers administrative and operational customer service for benefits, loans, payroll, and general assistance inquiries designed to promote responsive, respectful, accurate information, and exceptional levels of customer satisfaction. The position is also responsible for outreach, telemarketing, and building better customer relations.

DUTIES INCLUDE (NOT EXHAUSTIVE):

- Responsible for benefits, loans, and payroll related completed forms (i.e., Affidavit of Lost Check, Membership Record, Change of Designation of Beneficiary, etc.), inquiries and education for members and retirees in person and making inquiries via the telephone.
- Provide excellent customer service with accurate information as it pertains to application/interpretation of laws, rules, policies, and procedures relating to GERS benefits.
- Assist in explanation of retirement benefits and programs.
- Ensure proper case management for timely closure of customer inquiries.
- Prepares income verification documents.
- Provides information as it pertains to benefits, loans, and payroll for members, and retirees.
- Maintains schedules and make appointments for Benefits Personnel.
- Assists members with the completion of the application for refunds and death benefits.
- Initiates forms and prepare spreadsheets for Membership Records and Change of Beneficiary, new members' contribution, stop deductions for overpayment and forward to the contribution processing unit following up on completion.
- Functions as the key contact person for fielding inquiries in the Member Education and Communication
- Distributes annual benefits statements report to members and answer inquiries.
- Provides the Retiree Payroll Processor with information received to correct errors that may occur with the Retiree paychecks.
- Provides assistance to the Communication and Member Education with workshop presentations to include registration and close out
- Performs clerical/administrative tasks associated with customer service.

QUALIFICATIONS:

Associate Degree in Business Administration or related field from an accredited college or university and one (1) year of administrative experience, experience in a call center environment or customer service position **OR** Completion of the twelfth grade or its equivalent from an accredited institution and three (3) years' administrative experience, experience in a call center environment or customer service position.

Letter of interest, resume, and job application must be submitted by 5:00 p.m. June 7, 2019. Applications can be found online at www.usvigiers.com or picked up at the St. Thomas GERS Office on the 3rd Floor of the GERS Complex. Resumes and Job Applications may be submitted to the GERS Offices at the receptionist desk, via email to hrdept@usvigiers.com or mailed by the deadline date to:

Ms. Asiah Clendinen
Human Resources, Strategic Planning & Organizational Development Officer
Government Employees' Retirement System
3438 Kronprindsens Gade – Ste. 1
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St. Thomas, VI 00802-5750