



# memo:

**\*\* PLEASE POST \*\***

TO: All PEF Offices  
FROM: Human Resources  
DATE: November 21, 2024  
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: Benefits Services Representative  
*\* This position is contingent for 12-weeks as there is a hold on the item pursuant to the PEF/USW collective bargaining agreement. \**

Location: Membership Benefits Program (Albany)

Category: 3 (USW)

Salary: \$40,651.00 – Hiring Rate (minimum)  
\$52,999.00 - 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](mailto: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.*