



memo:

**** PLEASE POST ****

TO: All PEF Offices
FROM: Human Resources
DATE: July 29, 2024
RE: 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: Service Associate (MBP - Sales)

Location: Membership Benefits (Albany)

Category: 2 (USW)

Salary: \$38,660.00 – Hiring Rate (minimum)

\$50,705.00 – 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.

cc: Statewide Officers
Regional Coordinators
Trustees
USW 9265 President

NYS PUBLIC EMPLOYEES FEDERATION
POSITION DESCRIPTION

Position Title: Service Associate

Department: Membership Benefits

Unit/Category: USW/Category 2

Position Summary: Under the direction of the Sales Executive, this position provides service to PEF members interested in purchasing tickets and/or obtaining basic information about benefits offered by the Membership Benefits Program. The duties include retail sales, processing ticket and product orders/sales; closing out sales drawer, clerical tasks including word processing, recordkeeping, updating spreadsheets, answering phones, triage calls, answer questions, and general office functions.

Qualifications: This position is responsible for providing outstanding customer service. Experience in providing high quality customer service effectively and accurately in a fast-paced environment is required.

Candidate must also be able to process information/merchandise through register system, effectively communicate with associates and customers, and accurately complete all documentation.

A successful candidate must demonstrate knowledge of general office practices and effective oral and written communication skills and computer experience.

Key Functions:

1. *Answer telephone, triage calls, and address basic questions. Prepare written communication, e.g. e-mails, form letters, notes, documentation, etc. in response to customers, associates and management inquiries.
2. *Accurately process ticket orders from walk-ins, telephone and e-Store (e-sales), into the point of sale and related systems, e.g. vShip, etc.
3. *Provide each customer with outstanding customer service which includes greeting and acknowledging every customer, maintaining a friendly environment, and demonstrating knowledge of the entire product line, promotions, and advertisements.
4. *Accurately process all accepted forms of payment for tickets/products purchased, produce receipts, and maintain an accurate sales drawer.

5. *Maintain supplies and storeroom. Ensure materials are ordered as necessary from the warehouse.
6. *Perform recordkeeping, maintain spreadsheets and databases.
7. *Provide coverage for Switchboard Operator/Receptionist when on leave and for breaks and lunch, in accordance with the MOU between PEF and USW Local 9265.
8. Perform other related duties as required.
9. Consistent and reliable attendance.

****Denotes essential function that a candidate must be able to perform either with or without a reasonable accommodation.***

Rev. 3/18/2013