

Member Service Representative - Retirement Team

Main duties:

- Analyze data submitted by SURS members, employers, and reciprocal systems
- Determine eligibility and compliance with Illinois Pension Code
- Process, calculate and approve retirement claims
- Calculate and approve Final Average Earnings (FAE) bills
- Provide customer service to SURS stakeholders
- Correspond via email and phone with SURS employers and reciprocal systems
- Participate actively as a member of the Retirement Team

Desirable Credentials and Qualifications:

- Bachelor's degree in related field, or associate's degree and at least one year of customer service experience, or high school diploma with three years of customer service related experience
- Detail oriented
- Strong mathematical background
- Excellent written and verbal communication skills
- Excellent customer service skills
- Enjoy working in a team environment

Benefits:

- Insurance benefits, including medical, vision and dental
- Participation in SURS retirement plan
- Paid vacation, sick leave and 11 paid holidays
- Business casual attire

Apply for this Position

Applicants should submit a completed [SURS application](#) [1], current resume, and a dated cover letter to MSRCareers@surs.org [2]. This position is subject to a background check as terms of hire.

SURS is an Equal Opportunity Employer.

tags:

[Jobs](#) [3]

Source URL: <https://www.surs.org/jobs/012720/member-service-representative-retirement-team>

Links

[1] <https://ww.surs.org/sites/default/files/pdfsx/EmploymentApplication.pdf>

[2] <mailto:msrcareers@surs.org>

[3] <https://ww.surs.org/tags/jobs>