

Member Service Representative - Call Center Team

Main duties:

- Respond to member calls and emails in SURS high-volume call center
- Participate in SURS comprehensive training program that will equip you with a broad knowledge base in all areas of SURS benefits, including retirement, disability, death and survivor benefits
- Provide customer service to SURS members, employers and other stakeholders
- Process, calculate and approve refund claims
- Serve as a liaison between the call center and other SURS process teams
- Participate as an active member of the 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
- Excellent phone etiquette
- Excellent written and verbal communication skills
- Desire to learn, grow, and contribute to the team and organization
- 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://ww.surs.org/jobs/012720/member-service-representative-call-center-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>