



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 4247

MEMBER SERVICES REPRESENTATIVE

GRADE F

SCOPE OF WORK:

Work activities are associated with the administrative functions of the North Dakota Public Employees Retirement System in providing information and services to its members.

DUTIES PERFORMED:

- Evaluate inquiries and determine whether written or verbal responses are required and initiate appropriate action.
- Identify and assess member's needs and provide accurate explanation through application of plan provisions and agency policies or rules by referring to reference materials or manuals or accessing appropriate database.
- Redirect inquiries outside the scope of expertise to appropriate departments.
- Fill requests for forms, benefit books, brochures and any other information as requested.
- Maintain log of inquiries by program and subject; provide reports on a monthly basis.
- Conduct follow-up phone inquiries to determine if materials provided, information relayed, or action taken was of assistance or if additional service is required; record all contacts, inquiry outcome, and additional service provided and submit monthly reports.
- Develop and maintain Member Service Reference Manual.

NOTE: The duties listed are not intended to be all inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED and four years of work experience in administrative duties that provided information and services to customers. Formal education in an accredited business or secretarial program may be substituted for up to two years of the work experience requirement on a year-for-year basis.

Eff. Date: 9/96

Rev: 7/12 – Conversion to Hay System