



Member Services Coordinator
City of Austin Employees' Retirement System
Austin, Texas

The City of Austin Employees' Retirement System (COAERS) is currently seeking candidates for the full-time position of Member Services Coordinator. This position performs initial, front-line, customer service; verifies and processes changes in the retirement system database; provides primary support to Member Services Specialists; prepares service purchase documentation; researches, prepares, and tracks disability renewals; coordinates retrieval and delivery of records and documents; prepares and maintains confidential files and information; organizes and electronically scans member records; reviews document completion and notarizes various requests and forms; processes death benefit and refund disbursements; coordinates the review of power of attorney documents; and schedules members for seminars and prepares seminar material.

Salary

The starting salary will be between \$18.25 to \$21.00 per hour annually with the actual salary corresponding to the experience level and credentials of the candidate.

Benefits

An excellent benefits package is available, including immediate participation in the City of Austin Employees' Retirement System. Employer subsidized comprehensive medical insurance also available immediately. Dental, vision, and other benefits available. Paid on the job training provided.

Vacation/Sick Leave

Paid sick and vacation leave immediately accrue at 4 hours per pay period.

Remote Work

Occasional remote work possible.

Minimum Skill/Ability/Knowledge

Standard office practices and procedures; word processing; spreadsheets; computer data entry. Maintains confidentiality of member information. Establishes and maintains effective working relationships with co-workers, Board members, and the public. Effective communication skills. Valid Texas driver's license or available alternate means of transportation.

Minimum Experience and Education

High school diploma or equivalent, plus four years of experience that provides the required knowledge, skills, and abilities; or any equivalent combination of education and experience that provides the required knowledge, skills, and abilities.

Preferred Skill/Ability/Knowledge

Conversational fluency in languages other than English, specifically Spanish, is preferred. Candidates asserting this skill will need to complete a language proficiency assessment.

How to Apply

Those who are interested should submit a resume, and cover letter if desired, by email to recruiting@coaers.org. The subject line should read Member Services Coordinator – [First Name Last Name].

The recruitment will remain open until the position is filled. COAERS does not discriminate in employment opportunities or practices on the basis of any characteristic protected by federal law.