Job Description

Job Title: Member Assessment Processor   **Pay Range:** 3
Reports To: Supervisor - Benefits   **FLSA Status:** Non-Exempt
Department: Member Assessment
Division: Benefits Administration

SUMMARY: This position determines the service credit OPERS members, or their beneficiaries may be eligible to purchase, processes related payments for these purchases, determines eligibility for retirement, and estimates retirement benefit amounts. This position also handles functions related to the member enrollment process and the refund of accounts.

ESSENTIAL FUNCTIONS:

1. Answers all questions and analyzes inquiries regarding service purchases, retirement estimates, member enrollment and refund of account in accordance with the Ohio Revised Code 145, OPERS Board rules, and OPERS Administrative policies.
2. Determines eligibility for retirement and refund of account as well as the amount of service credit and contributions through the detailed analysis of service and contribution records. Calculates and explains values, benefits and costs.
3. Applies basic knowledge of tax regulations to ensure proper tax determination on payments and assists with the year-end tax reporting process.
4. Provides accurate and timely solutions to all customer service requests by analyzing and gathering all necessary information to process the request. Prepares written correspondence in response to the requests.
5. Requests, gathers and reviews all necessary documentation to process daily work tasks and determines workflow based on the status of an account.
6. Participates in special project teams and performs necessary testing of new and/or updated software/system applications. Provides documentation of testing results for validation and/or reference.
7. Reviews daily, weekly and monthly processing reports to ensure accounts are handled in an accurate and timely manner.
8. Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM ESSENTIAL FUNCTIONS*

Education

• High school diploma or GED	• ☒ Required

☐ Direct relevant experience can be substituted for education (if applicable)

• Choose Experience Level

Qualifications

• Strong customer service skills	• ☒ Required	☐ Preferred
• Strong written and verbal communication skills	• ☒ Required	☐ Preferred
• Strong problem-solving skills and the ability to interpret a variety of instructions in written and oral form	• ☒ Required	☐ Preferred
• Strong attention to detail	• ☒ Required	☐ Preferred
• Ability to work well with a diverse group of people	• ☒ Required	☐ Preferred

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Experience

• 1 year experience in a claims processing center or similar experience in an office environment with exposure to customer inquiries	• ☒ Required ☐ Preferred
• Basic knowledge of MS Word, MS Excel, MS Outlook and Internet Web Browsers (e.g. Edge or Chrome)	• ☒ Required ☐ Preferred

Certifications/Licenses

• No certifications/licenses	• ☐ Required ☐ Preferred

Physical Requirements* (if applicable)

• Select Physical Requirement
• Other:

*Reasonable accommodations may be made to enable individuals with disability to perform the essential functions. If repetitive physical movement is required to perform the essential functions of the position, please discuss with HR

DISCLAIMER: The above statements are not intended to be construed as an exhaustive list of all duties, skills and responsibilities required.

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