



<b>Position:</b>	Contractor – Member Services Technical Representative	<b>Incumbent:</b>	(2) Openings
<b>Reports to:</b>	Senior Manager, Member Services	<b>Department:</b>	Member Services

### Position Summary

The Member Services Technical Representative is a temporary position that reports to the Senior Manager, Member Services. The Member Services Technical Representative will be part of the Data Integrity Team researching and resolving member data inconsistencies. They will be part of the team processing non-financial transactions on our OMNI Recordkeeping System for the Data Integrity project.

### Core Responsibilities

Below are the Core Responsibilities required for the position. The Member Services Technical Representative will work closely with their manager on the successful completion of the following duties:

- Research data issues as defined by the Data Integrity Team including:
  - Termination dates and statuses
  - Member addresses
  - Other indicative member information as identified
  - Assist in identifying root causes
- Successfully process address changes, compensation changes, termination dates and statuses across all plans and termination statuses
- Perform quality control checks on work processed and cross team quality control checks
- Responsible for ensuring that assigned tasks are followed up on within established Service Level Standards
- Scan and index documents for member documents that need to be added as records for future research
- Takes on other special projects as assigned by management.

**Supervisory / Managerial Responsibility (for Others): N/A**

### Qualifications & Requirements:

- Excellent Organizational skills
- Good oral, written communication and follow up skills
- Organized and able to multi-task priorities appropriately to work within structured procedure's
- Ability to work with minimum supervision
- Aptitude and willingness to learn policies, procedures, and rules of the various Plans.
- Must possess a collegial attitude in a team setting and work effectively with others across the organization
- Working knowledge of Microsoft Office including, Outlook, Word, and Excel
- Experience with OMNI Plus is required



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**Travel:** N/A.

**Work Environment / Physical Demands:** Remote and In-Office presence required. No physical demands.

**Position Impact and Other Information**

The Member Services Technical Representative also be asked to be involved in special projects as needed. This position may require some overtime.

EEO Law Poster and Supplement

**How to Apply:**

Interested applicants can learn about the Pensions Boards

<https://www.pbucc.org/index.php/menu-aboutus/career-opportunity>