

Membership Services Representative

As a Denver Employees Retirement Plan (DERP) membership services representative, you are the first-person members turn to for help when they have questions about their retirement benefits or need help understanding their options. If you're a patient problem-solver who enjoys helping others and approaches every interaction with kindness, empathy, and respect, this role may be perfect for you.

You take the time to listen, understand what's being asked, and provide thoughtful, detailed answers. You look beyond the immediate question to anticipate additional information that may help the member. You also understand that some conversations can be challenging, and when they are you stay professional and composed. You don't take frustrations personally, and you see every interaction as an opportunity to make a meaningful difference in a member's day.

This position is part of our membership services team and reports to the membership services representative supervisor. Our ideal candidate is a true people person who strives to create positive experiences for members, whether interacting in person, virtually, by phone, or through an email chat. You enjoy working as part of a team and are always willing to support your colleagues when needed. You are highly organized, look for opportunities to improve processes, and help create efficiencies that benefit both members and staff. You also enjoy collaborating, sharing ideas, and making meaningful improvements.

What You'll Do

- Meet with members virtually, in-person, and through email and phone, and educate them on the DERP Pension Benefit and the DERP Plus Benefits available to them based on where they are in their retirement journey.
- Present RetireStrong Education Program seminars virtually and in-person with a friendly, engaging approach to ensure a positive learning experience.
- Build and maintain relationships with members that demonstrate a dedication to them and their retirement journey.
- Anticipate what a member needs to know, provide them with the appropriate information, and introduce them to the tools available.
- Give accurate, timely, and kind responses to member inquiries, help resolve issues, and assist with completing documents.
- Be the voice of the member and share feedback with cross-functional teams to enhance the member experience.
- Document and update processes and practices to help contribute to wider team execution.



- Collaborate with teammates, share feedback and ideas, and support each other.
- Schedule member appointments and maintain the membership services team calendar.
- Document and maintain organized, timely, and relevant information on member interactions.
- Understand and apply DERP's governing laws, policies, and procedures.

You'll Love This Role If

- You have a positive attitude, an open mind, a strong work ethic, and a mindset focused on the member experience.
- You know what you're talking about, are detail-oriented, and have a disciplined and organized approach.
- You can think on your feet and adapt to a fast paced, changing environment.
- You can prioritize and manage competing priorities.
- You are trustworthy and can always keep sensitive information confidential.
- You can motivate yourself and move forward with little guidance.
- You aren't afraid to ask questions when you don't know or understand or when you need more clarification.
- You treat others as you would like to be treated.

When You Join Us, You'll Bring

- Graduation from high school or the possession of a GED certificate, HiSET, or TASC Certificate. An associate or bachelor's degree is preferred.
- Two years of experience performing a combination of customer service and administrative work.
- Strong interpersonal skills
 - ✓ Self-confidence
 - ✓ Problem-solving
 - ✓ Positive attitude
 - ✓ Empathy
 - ✓ Listening
 - ✓ Reliability
 - ✓ Respectfulness
- Skill with computer software, including Microsoft Office programs.
- Excellent communication skills and ability to communicate effectively with a variety of internal and external audiences.
- Skill to manage and prioritize deadlines.
- High attention to detail.

What We Offer

- A challenging opportunity and a great team to work beside.
- Competitive pay and work-life-balance.
- An environment where your insights and expertise are valued.
- A hybrid schedule with a combination of in-office and remote work.
- A defined pension benefit retirement program.
- Health benefits that include medical, dental, and vision insurance.
- Short-term and long-term disability benefits.
- Tax-free health savings and spending accounts.
- Paid time off and paid holidays.

Additional Details

- This is a full-time, non-exempt position.
- You report to the membership services supervisor.
- You'll primarily work in our office while also having opportunities to work remotely.

Position Salary Range – \$26.73 - \$46.64 an hour

Starting Pay –The anticipated starting pay is at the lower 50% of the position salary range.

About Us

DERP was established January 1, 1963, to provide a defined benefit plan for eligible City and County of Denver employees in the Career Service, certain employees of the Denver Health and Hospital Authority, and DERP staff. As a trusted steward of the city's pension plan for almost 60 years, we've helped thousands of eligible employees build, plan, and live a strong retirement future. We believe everyone deserves to have a strong retirement future and we are committed to providing members a secure DERP Pension Benefit, along with the information, education, guidance, and support needed to make informed retirement decisions on their journey to retirement.

Our office is in the Historic Capitol Hill neighborhood in the heart of Denver, Colorado. We're in the John Porter House mansion which was built in 1917 for Henry M. and Louise Coors Porter of the Porter Hospital and Coors Brewing Company families.

Interested Candidates

As part of the application process, email the following to Roni.Kirchhevel@DERP.org:

1. A cover letter telling us why you'd be awesome in this role.
2. Your résumé highlighting your work and experience.

Apply soon. This position may close without notice.

