

## Be a Hero! Help Our Members Realize Their Retirement Dreams.

### We're Seeking a Membership Services Representative to Join Our Team.

As a Denver Employees Retirement Plan (DERP) membership services representative, you'll provide frontline support to members throughout their retirement journey. This position may be perfect for you if you're a natural problem solver who values kindness, compassion, and empathy when helping DERP members understand their retirement benefits. You believe in active listening to fully understand what is being asked and you offer detailed answers, anticipating and including information the member might not have thought to ask. However, even though you believe in putting the member first, you also understand not every situation will be easy. You have thick skin, can remain calm under pressure, and you don't take things personally. You know you may not be able to make everyone happy, but you recognize you have the opportunity to try to turn the situation around.

This position is part of our membership services team and reports to the deputy executive director/membership services director. Our ideal candidate is a true "people person" who strives to create delightful interactions whether you're talking with someone in-person, virtually, by phone, or through an email chat. You thrive working in a team environment and are willing to help your colleagues when necessary. You have excellent organization skills and the ability to create efficiencies and streamline operations. Additionally, you enjoy being an active participant across our business and like to work cross-functionally to solve problems and drive success.

#### 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 flexible schedule with work-from-home opportunities.
- 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 deputy executive director/membership services director.
- You'll work from our office and remotely.

**Position Salary Range** – \$27.02 - \$39.81 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 have 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.

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### Interested Candidates

As part of the application process, we ask that you:

1. Email a cover letter telling us why you'd be awesome in this role to [Roni.Kirchhevel@DERP.org](mailto:Roni.Kirchhevel@DERP.org).
2. Include your resume highlighting your work and experience.

