UNIVERSITY OF CALIFORNIA, OFFICE OF THE PRESIDENT
Customer Service Representative II
$60,800 Min to $85,200 Mid (Minimum of Range to Midpoint of Range)
Job #:  20100234
Close Date: 08/23/10

Job Summary:
The University Benefit Programs Customer Service Unit is responsible for providing counseling, financial education services and problem resolution to the 300,000 active, inactive and retired University employees worldwide.

The Customer Service Unit provides information on opportunities available through participation in the various UC Benefit plans and explains how these may be integrated with an individual's total insurance, financial, and retirement program; responds to questions, complaints and requests for information by employees, Benefit Representatives, retirees, and survivors by providing up-to-date pertinent benefit information and by addressing tax, financial, and health and welfare coverage issues; and supports the annual Open Enrollment function on a systemwide basis.

Under the general direction of a Customer Service Unit Supervisor, the Customer Service Representative II provides information and guidance primarily by email to UC employees, retirees, survivors and other interested parties regarding University personnel policy, insurance and investment strategies for both pre-retirement planning, health and welfare coverage, and tax shelter or minimizing purposes. Other duties include performing high-level research, reporting and analysis; handling phone inquiries during periods of high volume; developing scripts for Customer Service phone ("Call Pilot") system; and providing internal support as needed.

Job Requirements:
Academic preparation from college with a major in English, communications or allied field and three to four year experience in a call center or other customer service oriented position (at least half of this time with a strong focus on writing/editing human resources and benefits materials); or an equivalent combination of education and experience.

Exceptional written skills to articulate ideas and issues clearly, concisely, logically, using appropriate editorial style and flawless English grammar; ability to translate technical information and concepts into easily understandable skills to a diverse audience.

Demonstrated analytical and problem-solving skills to effectively:
- Research and extract pertinent data and information from multiple sources and systems in providing guidance to and/or resolving issues for callers and in support of other projects.
- Identify and analyze key factors, trends, and issues.
- Synthesize information in management reports and statistical studies using a variety of formats
Strong verbal communications skills including fluent English language competency; ability to articulate information clearly and logically using appropriate language and correct grammar; ability to speak clearly and in a positive tone of voice, projecting confidence and professionalism during phone calls; ability to communicate complex information effectively and concisely to a diverse constituency; active listening and interviewing skills to clarify and verify essential points.

Ability to read, understand, interpret and apply appropriate laws, rules, and regulations affecting all aspects of benefit programs; including UC Retirement Plan Documents, Summary Plan Descriptions, Factsheets, Evidence of Coverage booklets, and Group Insurance Regulations.

Excellent interpersonal skills and initiative to establish and maintain credibility and a good rapport with callers; strong customer service orientation to respond positively and proactively to call center inquiries; ability to handle difficult or sensitive situations with discretion and professionalism.

Demonstrated project management and organizational skills to maintain quality of day-to-day work while concurrently participating on workgroups/task forces, providing training, and/or working on special projects.

Ability to calculate financial projections for retirement income; strong attention to detail as demonstrated by regularly verifying work to ensure accuracy.

Demonstrated ability and experience serving as a unit point person, through recognized accessibility to and encouragement/mentorship of and assistance to other staff and by acting as a lead in raising the overall capability of the group.

Ability to remain focused and perform well under pressure in a fast-paced environment with multiple interruptions and distractions, providing comprehensive, accurate, and complete written answers to a minimum of 50-60 email inquiries per day.

Ability to work collaboratively and productively with staff with varying work styles and personalities in a team-oriented environment.

Excellent attendance record; ability to report to work punctually and adhere to schedule in order to maintain phone and e-mail coverage.

**HOW TO APPLY:** For a complete job description or to apply for this position, please visit:

[https://jobs.ucop.edu/applicants/Central?quickFind=53737](https://jobs.ucop.edu/applicants/Central?quickFind=53737)
To review a complete list of all of UCOP’s open positions please visit the University of California Office of the President Employment Website: http://jobs.ucop.edu

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