

OKLAHOMA POLICE PENSION AND RETIREMENT SYSTEM RECRUITMENT NOTICE

The Oklahoma Police Pension and Retirement System is accepting applications for the following position:

CUSTOMER SERVICE REPRESENTATIVE

Annual Salary Range: \$48,000 - \$51,000 (Depending Upon Qualifications)

Number of Vacancies: One (1)

Date Posting Opened: March 9, 2022

Date Posting Closes: March 30, 2022 or until position is filled

Work Location: 1001 N.W. 63rd Street, Ste. 305, Oklahoma City, OK

This is an "unclassified" position (see 74 O.S. § 840-5.1A[A]). To be considered for this "unclassified" position, send your resume to the following address:

Darcie Gordon, Administrative Officer
Oklahoma Police Pension and Retirement System
1001 N.W. 63rd Street, Ste. 305
Oklahoma City, OK 73116-7335

Resumes may also be sent via email to darcie.gordon@opprs.ok.gov. **Attachments to emails must be in Word or PDF format.**

* * * * * An Equal Opportunity Employer * * * * *

CUSTOMER SERVICE REPRESENTATIVE

This position is assigned duties and responsibilities involving document production and management through a variety of manual or technological processes. This may include preparing correspondence, reports or other documents; maintaining various filing systems, including computer records of various activities; processing various types of requisitions and purchase orders; and similar duties.

TYPICAL FUNCTIONS:

The incumbent will perform the following duties, under the supervision of the Deputy Director and/or Executive Director. The functions within this position may include, but are not limited to, the following:

- Serves as the Customer Service Representative with regard to answering the telephone, covering front desk, and processing incoming and outgoing mail.
- Enter contribution checks and electronic payments into spreadsheet making sure totals balance.
- Develops and maintains confidential and/or complex files.
- May serve as Certified Procurement Officer, prepare purchase orders; utilize Oklahoma State Purchase Card for agency purchases.
- Enters and retrieves information using Personal Computer or other data processing equipment.
- Provide administrative support for program areas and support functions, provide administrative support to the Deputy Director and/or Executive Director.
- Prepare the preliminary agenda applications for the Oklahoma Police Pension and Retirement Board
- Enter address changes, direct deposit, and tax withholding for members (verified by analysts). Verifies new member data entered by analysts is correct in Pension Gold
- Prepare and mail monthly insurance payments and rollover distributions. Assist with the preparation and mailing of Board Member nomination petitions and ballots, 1099R forms, and other mailings as required.
- Alphabetize and file documents to member personnel files.
- Prepare all agency records and documents in member files, city files, board meeting files, contribution transmittal files, and vouchers for optical scanning, scan all documents, and retrieve records when records.
- Serve as Department of Libraries ("DOL") liaison
- Backup to Administrative Officer for Board Meetings
- Other duties assigned by the Deputy and/or Executive Director

Knowledge, Skills, and Abilities required include knowledge of spelling, punctuation, and business English; of business mathematics; of modern office methods and procedures; of the maintenance of complex records; and of current computer software, office systems, and equipment. Ability is required to maintain effective working relationships with others; to handle confidential work; to interpret and handle routine matters in accordance with agency policy; to follow oral and written instructions; and to communicate effectively, both orally and through written communication. Must have requisite computer skills necessary to complete requirements of position including, but not limited to, Word, Excel, PowerPoint, and Access; preparation of Flowcharts, Graphs, Photoshop, Graphic Design and Metrics.

Education and Experience requirements at this level consist of four (4) years of technical clerical office work or an equivalent combination of education and experience. PREFERENCE will be given to candidates who possess a Certified Procurement Officer Designation and/or Oklahoma State Agency purchasing experience.