memo:

** PLEASE POST **

TO: All PEF Offices

FROM: Human Resources

DATE: October 27, 2026

RE: Vacancy

In accordance with Article 23(A) of the PEF/USW Agreement, please be advised that the following vacancy may be applied for in writing:

Position: MBP – Senior Benefits Service Representative

Location: Membership Benefits (Albany)

Category: 5 (USW)
Salary: $49,925.00 – Hiring Rate (minimum)
$61,795.00 – Step 5 (maximum)
PEF retains the right to increase the starting salary based on experience.

Interested members of staff are invited to submit their resume to:

Office of Human Resources
Public Employees Federation
1168-70 Troy-Schenectady Road
PO Box 12414
Albany, NY 12212-2414
or by e-mail to HR@PEF.org

Qualifications and job description are attached.

cc: Statewide Officers
Regional Coordinators
Trustees
USW 9265 President

NYS PUBLIC EMPLOYEES FEDERATION

POSITION DESCRIPTION

Position Title: Senior Benefits Services Representative (MBP)

Position Summary: Under the direction of the Insurance Executive in the Membership Benefits Program perform high level data entry duties and administrative work of a complex nature, perform general office functions, such as but not limited to, responding to written and verbal benefit questions and requests, preparing letters, narrative and statistical reports, minutes, and agenda, receiving and resolving membership complaints and preparing correspondence for supervisor's signature; review and process applications for all administered insurance and other benefit programs, travels extensively throughout New York State promoting programs, and process payroll deduction of premiums.

Qualifications: High school diploma or equivalent required, four or more years' experience in customer service such as group benefits administration, insurance call center, member service organization, etc. are required. A college degree in business, communications or related field may be used to offset required experience.

Computer skills including Microsoft Office products are essential.

Successful candidate must demonstrate effective verbal and written communication, organization, analytical and problem-solving skills and attention to detail and accuracy.

The ability to travel to various work locations including those not accessible by mass transportation.

Key Functions: 1. Use knowledge of plans, products, systems, and procedures to address questions and resolve issues.

2. Identify and initiate appropriate action to resolve complex problems insuring timeliness of resolutions.

3. Responsible for coordinating workflow while monitoring accuracy and insuring adherences to established policies and procedures.

4. Ability to understand and interpret multiple benefit options.

5. Acts as liaison between member and provider to communicate plan benefits and facilitate claims processing.

6. Perform high level data entry duties and administrative work of a complex nature.

7. Perform general office functions, such as but not limited to, responding to written and verbal benefit questions and requests, preparing letters, narrative and statistical reports, minutes, and agenda.

8. Travel statewide to staff information tables, do insurance presentations and assist the Marketing staff with presentations/new member orientations.

9. Process account changes including updating, benefit level, plan selections & consolidations.

10. Assist with the processing of sales orders as assigned.

11. Process payroll deductions.

12. Perform such other duties as may be assigned.

13. Consistent and reliable attendance.

***** *Identifies essential function/fundamental job duty.*

Created 05/2010