



**Member Services Specialist**  
**City of Austin Employees' Retirement System**  
**Austin, Texas**  
**Apply by email - [recruiting@coaers.org](mailto:recruiting@coaers.org)**

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The City of Austin Employees' Retirement System (COAERS) is currently seeking candidates for the full-time position of Member Services Specialist. This position performs highly analytical and detail oriented work; researches, analyzes, and prepares calculations and documentation for retirements, service purchases, and death benefits; consults with and counsels members and beneficiaries regarding annuity and death benefits, service purchases, and Qualified Domestic Relation Orders (QDROs); audits member records for accuracy and document inclusion; conducts group presentations regarding retirement program and benefits; and counsels terminated employees regarding retirement options.

**Salary**

The starting salary range will be \$26.50 to \$27.48 per hour with the actual salary corresponding to the experience level, foreign language proficiency, and other credentials of the candidate.

**Benefits**

An excellent benefits package is available, including immediate participation in the City of Austin Employees' Retirement System. Employer subsidized comprehensive medical insurance also available immediately. Dental, vision, and other benefits available. Paid on the job training provided.

**Vacation/Sick Leave**

Paid sick and vacation leave immediately accrue at 4 hours per pay period.

**Work Location**

Initial training period requires onsite work at 4700 Mueller Boulevard in Austin Texas Monday through Friday 8AM to 5PM. Paid onsite parking is provided. Post training, work is hybrid with three days working at 4700 Mueller in Austin Texas and two days remote. Work location is subject to change.

**Minimum Skill/Ability/Knowledge**

Standard office practices and procedures; word processing; spreadsheets; computer data entry and data reconciliation. Maintains confidentiality of member information. Establishes and maintains effective working relationships with co-workers, Board members, and the public. Effective communication skills. Valid Texas driver's license or available alternate means of transportation.

**Minimum Experience and Education**

Bachelor's degree plus one year of experience that provides the required knowledge, skills, and abilities; or any equivalent combination of education and experience that provides the required knowledge, skills, and abilities.

**Preferred Skill/Ability/Knowledge**

Conversational fluency in languages other than English, specifically Spanish, is preferred. Candidates asserting this skill will need to complete a language proficiency assessment.

**How to Apply**

Those who are interested should submit a resume, and cover letter if desired, by email to [recruiting@coaers.org](mailto:recruiting@coaers.org). The subject line should read Member Services Specialist - [First Name Last Name].

The recruitment will remain open until the position is filled. COAERS does not discriminate in employment opportunities or practices on the basis of any characteristic protected by federal law.