

DESCRIPTION: Under administrative direction performs professional, administrative work involving managing the daily operations of the administration of retirement plan benefits; supervises the Retirement Specialists and support staff involved in the processing of retirement benefits and refunds; coordinates the operations of a unit with other supervisors and agency personnel; provides information and resolves problems pertinent to retirement plan benefits procedures and statutes; monitors various reports to assure the timely and accurate processing of retirement correspondence and statistics; plans, organizes, and directs, the operations of all retirement plans; performs related work as assigned.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Establishes operational priorities, and coordinates these priorities with other units to ensure objectives and standards are attained and are consistent with overall agency goals develops and implements policies and procedures; Plans, organizes, and coordinates all work assignment for a unit.

Advises staff members and persons outside the agency on matters pertaining to fiscal, administrative, and program issues through written and verbal interpretations of the unit's policies, procedures and laws.

Investigates problems and recommends corrective actions such as procedural changes, forms revision, shifts in work distribution, and changes in organizational structure to increase the efficiency and effectiveness of the unit.

Formulates budgetary proposals in order to request additional staff, material and equipment for the unit.

Attends meetings and conferences with other staff members and outside agency staff to give advice and relay information relative to assigned retirement plan.

Reviews and compares the work performance and products of subordinate Retirement Specialists with established standards to determine employee production levels and training needs and to recommend appropriate personnel actions such as promotions, disciplinary actions, status changes, separations, and grievance dispositions to agency management. Interviews applicants for employment.

Monitors all correspondence for particular retirement plan(s).

Confers with unit staff to discuss various projects and answer questions regarding complex benefit issues.

Drafts correspondence to affected plan members regarding legislative or administrative changes. Provides input and drafts changes in legislation affecting unit's retirement statutes.

Assists in the development, review and revision of necessary bid proposal specifications for contract negotiation.

Evaluates computer operations to initiate modifications to the system, data entry source documents, screen formats and data entry procedures and provide input to agency management on computer operations.

Supervises the processing of refunds, remittances, adjustments and corrections on members accounts.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed at entry level to perform the work assigned.)

Knowledge of: office management principles; methods and procedures; data entry operations and equipment; record keeping practices; administrative report preparation practices; retirement laws. accounting methods.

Ability to: communicate effectively with subordinate and agency management staff; interact with government officials and the public to establish and maintain working relationships; advise and guide representatives of other agencies; develop unit goals and objectives establish performance goals; set work priorities; interact with the public and agency staff in a professional manner; work under pressure; recognize and correct errors; communicate effectively.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Five years combined training, education and/or experience in office management or supervisory practices, retirement benefit principles and laws, and retirement benefit administration.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).