



ERS Job Title:
Business Operations Manager

Division:
Financial Management Division

Internal Job Profile Summary

This position oversees the reporting and payroll function of the Financial Management Division. The incumbent assists with strategic planning, establishes work standards, develops objectives and designs and maintains effective work flows and operating procedures for the employer reporting and payroll groups. Also evaluates pension reporting and payroll managers and project management. This position analyzes and reviews business processes for improvement, studies employer and member statistical and transactional data for accuracy, performance improvement and trends. This position interfaces with employers, state and county agencies, payroll vendors, attorneys, and FMD staff.

Job Responsibilities & Performance Standards

- Works with managers to execute FMD strategic goals, daily work and projects
- Manages multiple projects interfacing with IT and accounting staff as required
- Works with member services to establish member data standards
- Develop and analyze reports and performance metrics to improve staff performance and quality of data
- Assists in developing departmental policies for monitoring staff work, responding to exceptions and preparing administrative reports
- Develops and executes communication plan which include employer newsletters, webinars, surveys and annual reminders and updates
- Recommends modifications to existing procedures, reports and policies to improve division and agency performance
- Reviews and verifies that monthly employer contribution and member demographic data is in compliance with established data standards
- Trains supervisors and pension reporting analysts
- Troubleshoots employers web reporting issues, provides training to employers on all phases of reporting, and handles all escalated reporting issues or requests from employers

Technical Competencies Required for Job

Plan Provisions (ex: Eligibility Requirements, Rehired Retirees)	<ul style="list-style-type: none"> ▪ Understands the full scope of pension plan eligibility for multiple plans including the statutory reporting requirements for rehired retirees ▪ Ability to research and evaluate complex pension related issues ▪ Ability to train managers, supervisors, pension reporting analysts, and employers on regulations, laws, plan provisions and policy changes ▪ Ability to interact/interface professionally with third parties such as lawyers, judges, auditors or public officials ▪ Ability to effectively correspond with employers regarding new legislation, announcements, questions, concerns, etc.
Computer/Technical Capability	<ul style="list-style-type: none"> ▪ Act as an expert user with PeopleSoft , PARIS, and web modules ▪ Identify and resolve system related issues ▪ Ability to understand and manipulate PARIS reference tables, reports and correspondence ▪ Ability to write business rules for pension and web modules ▪ Advanced use of MS Office software; ability to use the more complex Excel formulas and tables for data manipulation ▪ Advanced understanding of system processes and data flow
FMG Operations	<ul style="list-style-type: none"> ▪ Ability to determine gaps in existing processes ▪ Capable of generating solutions to complex business issues ▪ Understanding of applicable state and federal tax laws ▪ Ability to perform trend analysis of employer and payroll transactional data ▪ Ability to develop key business metrics (performance indicators) to evaluate division and staff performance ▪ Ability to obtain, analyze, and understand key business drivers to achieve goals
FMG Processes	<ul style="list-style-type: none"> ▪ Ability to interpret complex data and resolve issues ▪ Ability to audit, review and approve (QC) FMG processes ▪ Ability to teach and train staff and employers ▪ Ability to develop, communicate and maintain quality measures ▪ Actively seeks opportunities to improve and enhance the employer reporting and payroll processes ▪ Ability to interpret complex data and resolve issues <ul style="list-style-type: none"> ➢ Employer Reporting flow ➢ Payroll transactions and flow ➢ Knowledge of data conditions ➢ Knowledge of edits ➢ Knowledge of business rules
Project Management	<ul style="list-style-type: none"> ▪ Project Mgt <ul style="list-style-type: none"> ➢ Ability to manage multiple projects and develop effective project plans (deliverables (scope), milestones, timelines, etc.)

Statewide Core Behavioral Competencies Required for Job

Advanced Level Competencies	
Highly developed knowledge, understanding, and application of the competency required to be successful in the job and organization (total mastery); Can apply knowledge outside the scope of one’s position; Is able to coach or teach others on the competency; Has a long-term perspective; Helps develop materials and resources in the competency.	
Accountability	Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency and State to maintain the public’s trust
Customer Service	Understands that all State employees have external and/or internal customers that they provide services and information to; honors all of the State’s commitments to customers by providing helpful, courteous, accessible, responsive, and knowledgeable service
Results Orientation	Consistently delivers required business results; sets and achieves achievable, yet aggressive, goals; consistently complies with quality standards and meets deadlines; maintains focus on Agency and State goals
Teamwork and Cooperation	Cooperates with others to accomplish common goals; works with employees within and across his/her department to achieve shared goals; treats others with dignity and respect and maintains a friendly demeanor; values the contributions of others
Judgment and Decision Making	Analyzes problems by evaluating available information and resources; develops effective, viable solutions to problems which can help drive the effectiveness of the department and/or State of Georgia
Proficient Level Competencies	
Detailed knowledge, understanding, and application of the competency required to be successful in the job; Ability to handle non-routine problems and situations; Requires minimal guidance or supervision / works independently; Consistently demonstrates success in the competency; Capable of assisting others in the application of the competency.	
Talent Management	Clearly establishes and communicates expectations and accountabilities; monitors and evaluates performance; provides effective feedback and coaching; identifies development needs and helps employees address them to achieve optimal performance and gain valuable skills that will translate into strong performance in future roles
Transformers of Government	Develops innovative approaches to address problems and drive continuous improvement in State programs and processes; drives effective and smooth change initiatives across the State by communicating, confirming understanding, and actively working with stakeholders to overcome resistance

Additional Behavioral Competencies Required for Job:

Advanced Level Competencies	
Highly developed knowledge, understanding, and application of the competency required to be successful in the	

job and organization (total mastery); Can apply knowledge outside the scope of one’s position; Is able to coach or teach others on the competency; Has a long-term perspective; Helps develop materials and resources in the competency.	
Communication	Respectfully listens to others to gain a full understanding of issues; comprehends written material; presents information in a clear and concise manner orally and in writing to ensure others understand his/her ideas; appropriately adapts his/her message, style, and tone to accommodate a variety of audiences
Initiative	Proactively identifies ways to contribute to the State’s goals and missions; achieves results without needing reminders from others; identifies and takes action to address problems and opportunities
Ethical Integrity	Upholds the highest personal and business standards, demonstrates honesty, is able to maintain the trust of others; does not jeopardize business relationships for personal gain; able to maintain confidential information.
Organizing	Able to keep projects moving toward completion; able to keep track of many things that must be done within a given timeframe; able to act according to priorities; able to balance workload demands
Teaching Others	Enhances the capabilities of the organization by openly and effectively sharing his/her subject matter expertise with others; supports a continuous learning environment by preserving and compiling intellectual capital which can be used by others within his/her work group, department and State entities, as appropriate
Proficient Level Competencies	
Detailed knowledge, understanding, and application of the competency required to be successful in the job; Ability to handle non-routine problems and situations; Requires minimal guidance or supervision / works independently; Consistently demonstrates success in the competency; Capable of assisting others in the application of the competency.	
Flexibility	Adapts to change and different ways of doing things quickly and positively; does not shy away from addressing setbacks or ambiguity; deals effectively with a variety of people and situations; appropriately adapts one’s thinking or approach as the situation changes
Negotiation and Influence	Effectively represents his/her position on issues to gain support and buy-in from others; generates multiple alternatives to a problem to meet the needs of other stakeholders; works to achieve win-win outcomes that others can accept; appropriately utilizes settlement strategies, such as compromise
Cultural Awareness	Demonstrates an open-minded approach to understanding people regardless of their gender, age, race, national origin, religion, ethnicity, disability status, or other characteristics; treats all people fairly and consistently; effectively works with people from diverse backgrounds by treating them with dignity and respect
Problem Solving	Applies creative problem-solving skills to his/her work to develop solutions to problems; recognizes and demonstrates the value in taking “smart” risks and learning from mistakes; ability to identify the root cause of a problem; able to apply general rules or principles to arrive at a solution

Conflict Management	Addresses conflicts by focusing on the issues at hand to develop effective solutions when disputes or disagreements occur; helps others resolve conflicts by providing impartial mediation when needed
Negotiation and Influence	Effectively represents his/her position on issues to gain support and buy-in from others; generates multiple alternatives to a problem to meet the needs of other stakeholders; works to achieve win-win outcomes that others can accept; appropriately utilizes settlement strategies, such as compromise
Creativity and Innovation	Applies creative problem-solving skills to his/her work to develop solutions to problems; recognizes and demonstrates the value in taking “smart” risks and learning from mistakes; develops multiple alternatives and understands the feasibility of each; effectively shares and implements his/her ideas

Preferred Qualifications

- Bachelor’s or Master’s Degree in Business, Finance or Accounting
- Five years of management experience in a related field
- Pension fund and employee benefits experience a plus

ERS Career Development Levels

- Division Director