



Job Profile

ERS Job Title: Division Director – Financial Management Division (FMD)

Internal Job Profile Summary

The Financial Management Division includes two teams: Employer Reporting and Payroll. The division is responsible for the collection, reconciliation and processing of all state of Georgia public employer pension plan cash receipts, member and contribution data, and processing the semi-monthly refund and monthly pension payrolls for all defined benefit and the Georgia Defined Contribution (GDC) plans. The Division Director is a strategic partner and member of the executive team. S/he reports to the Deputy Director and participates in agency wide and division level strategic planning. The division is also charged with educating and training HR and Payroll resources at the employer level on pension reporting procedures. The Division Director establishes work standards and a system of internal controls, and maintains effective work flows and operating procedures for the division. The Division Director works closely with the Peach State Reserves and Quality Assurance Director and the Chief Operations Officer on employer and member related transactions and data quality. The Division Director has three direct reports: 1) the compliance manager, 2) the pension reporting manager and 3) pension payroll supervisor. With the assistance of the managers, the Division Director also has overall responsibility for planning, directing and controlling the work of the pension reporting supervisors, pension reporting analysts and payroll analysts.

Key Relationships

Executive Director

Deputy Director

Chief Operations Officer

Human Resources Director

Information Technology Director

Peach State Reserves and Quality Assurance Director

Job Responsibilities & Performance Standards

- As a member of the executive team, represents all interests of the Financial Management Division
- Works closely with the Chief Operations Officer and Peach State Reserves Director on employer and member related transactional issues and concerns
- Hires, trains, and organizes pension reporting and payroll staffs as required
- Oversees team of managers and supervisors in the pension reporting and payroll areas to ensure accurate and timely payrolls, timely and accurate receipt of monthly contributions, demographic data, and rehired retiree files
- Oversees work allocation and employer assignments to ensure accuracy of work and fairness among the staff
- Conducts high level reviews of employer summary reports, contribution data, exception records, cash receipts (allocated and unallocated), invoice processes
- Verifies that monthly employer contribution and demographic data is reasonable and accurate
- With staff assistance, develops departmental policies for monitoring staff work, responding to exceptions and preparing administrative reports
- Manages multiple dept./agency-wide projects interfacing with Information Technology and accounting staff as required
- Handles all escalated reporting issues, requests from employers, payroll and tax reporting matters and invoice write-offs and check requests
- Responsible for the division's share of the agency communications plan, including employer and retiree newsletters, employer surveys and annual reminders and updates
- Speaks to employer groups on pension reporting responsibilities and issues
- Works with external auditor on employer reporting and payroll related transactions
- Recommends modifications to existing procedures, reports and policies to improve division and agency performance

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 supervisors, pension reporting analysts, and employers on regulations, laws, plan provisions and policy changes ▪ Ability to successfully interact/interface with third parties such as lawyers, judges, auditors or public officials ▪ Ability to speak to employer groups on plan provisions and employer plan responsibilities ▪ 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 module ▪ 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
FMD Management	<ul style="list-style-type: none"> ▪ Past management experience hiring, training, organizing and managing a team through talent assessment, feedback and development of skills ▪ In depth knowledge of contemporary pension issues ▪ Leadership on regulatory and compliance issues applicable to the retirement sector ▪ Ability to lead high performing team with premium on customer service ▪ Ability to respond quickly and lead change process for division ▪ Ability to develop key business metrics (performance indicators) to evaluate divisional and staff performance ▪ Ability to obtain, analyze, and understand key business drivers to achieve goals

<p>FMD Processes</p>	<ul style="list-style-type: none"> ▪ Ability to audit, review and approve (QC) FMD 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 ⇒ Knowledge of data conditions ⇒ Knowledge of edits ⇒ Knowledge of business rules
<p>Project Management</p>	<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.	
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
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.	
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

ERS Preferred Qualifications

Completion of a bachelor’s degree from an accredited college or university and ten or more years of experience in a retirement plan or financial industry leadership post or major consultancy with at least five years prior experience in a people management or supervisory capacity.