



შემაღრი სერვისი დახმარების სისტემა

Job Profile

ERS Job Title: Senior Benefits Analyst

Division: Administration

Internal Job Profile Summary

The Senior Benefits Analyst works closely with the Division Director to oversee the administration of the State's 401(k) and 457 deferred compensation plans, which have more than 100,000 eligible participants from 700+ different employers. Advanced knowledge and understanding of Defined Contribution plans and the regulations that govern them is required. Administration is out-sourced to a third party, so strong vendor and/or client management skills are necessary as is a firm understanding of payroll and HRIS processing.

Job Responsibilities & Performance Standards

- Assist in management of third-party administration (TPA) vendors and shared services
- Analyze large volumes of data from multiple sources
- Use PeopleSoft to analyze State-wide data
- Handle plan-related escalations from participants and employers
- Monitor third-party administration to ensure timely processing and compliance with rules and regulations
- Assist with hardship withdrawal review process
- Gather and analyze data for Board reports and audits
- Assist with reconciling plan data between ERSGA, TPAs, HRIS and payroll
- Develop plan communications for employers and participants, including state-wide emails, memos, presentations, and handbooks
- Research and audit accounts and processes to ensure compliance with requirements
- Conduct legal research as necessary to ascertain proper interpretation of authorizing legislation, applicable statutes, regulations, policies and procedures
- Analyze new laws and regulations to determine impact to plans, processes and procedures

Technical Competencies Required for Job

Regulations, Laws and Plan Provisions	▪ Strong understanding of Defined Contribution regulations and administration
	▪ Ability to research regulations, laws and plan documents to assist in ensuring accuracy and compliance
MS Office	▪ Advanced skills with MS Office; ability to use the more complex Excel formulas and tables for data manipulation in large spreadsheets (> 100,000 rows with > 100 columns)
	▪ Ability to export data from PARIS (or similar pension software) into Excel
Vendor Management	▪ Proven success with managing deliverables from various entities
	▪ Ability to maintain a strong working relationship with vendors, shared services and employers
Data Analysis	▪ Basic understanding of relational databases
	▪ Ability to pull data from multiple sources for analysis
	▪ Strong understanding of file processing generated from HRIS and payroll systems

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 long-term perspective; Helps develop materials and resources in the competency.	
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
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.	
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
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
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 contribution of others
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 long-term perspective; Helps develop materials and resources in the competency.	
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
Problem Solving	Applies creative problem-solving skills 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
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.	
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
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
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
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
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
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

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
Professional Development	Demonstrates a commitment to professional development by proactively seeking opportunities to develop new capabilities, skills, and knowledge; acquires the skills needed to continually enhance his/her contribution to the State and to his/her respective profession
Project Management	Effectively manages project(s) by appropriately focusing attention on the critical few priorities; effectively creates and executes against project timelines based on priorities, resource availability, and other project requirements (i.e. budget); effectively evaluates planned approaches, determines feasibility, and makes adjustments when needed
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
Team Leadership	Effectively manages and guides group efforts; tracks team progress, adequately anticipates roadblocks, and changes course as needed to achieve team goals; provides appropriate feedback concerning group and individual performance, including areas for improvement

*Additional competency required for job but not included in the State's predefined competency list.

ERS Preferred Qualifications

Bachelor's degree in business, accounting OR Five years related experience in public/multi-employer pension OR related experience.

Work Environment

This is a general office environment consisting of cubicle desk space. Ambient room temperatures, lighting and traditional office equipment are provided as found in a typical office environment.

Physical Demands

Individuals working in this job are required to multi-task while seated. This includes answering phones calls, research information and type using computers throughout the workday; may require walking primarily on a level surface for periodic periods through-out the day; reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the work day; also may include lifting up to 25 pounds for files, computer printouts on occasion.