



Job Profile

ERS Job Title: Pension Payroll and Compliance Manager

Internal Job Profile Summary

This position reports to the Financial Management Division Business Operations Manager and is responsible for oversight of all pension payroll related transactions, federal and state tax reporting, overpayment recovery processing, retiree return to work compliance and employer rehired retiree reporting. Administers and interprets policies and government regulations, and advises management of law changes or proposed legislation affecting payroll processes. Supervises and plans work of assigned staff.

Job Responsibilities & Performance Standards

- Processes monthly and semi-monthly retiree and supplemental payroll
- Manages and ensures the accurate reconciliation of all retiree payrolls
- Analyzes payroll data to determine and create reports on financial trends and projections
- Manages Collections Attorney accounts and ensures accurate ledger of overpaid accounts, attorney invoices and accounts payable
- Oversees and manages third party death audit accounts
- Provides all training and development of payroll analysts
- Directs the monthly and daily assignments of payroll analysts
- Performs quality control for a variety of record keeping and payroll related transactions (suspensions, reinstatements, overpayment invoices, cash receipts, etc.)
- Creates annual and monthly schedules for retiree and supplemental payroll
- Creates annual and monthly schedules for rehired retiree reporting compliance
- Creates department payroll policies, procedures and reports
- Modifies existing policies, procedures and reports to improve overall effectiveness
- Researches discrepancies of payroll information to ensure accuracy and compliance to procedures
- Oversees employers' web reporting issues and manages employer training of rehired retiree reporting processes
- Researches and responds to inquiries from employers, retirees and third party entities
- Performs collection phone calls and prepares collection correspondence
- Prepares and oversees the preparation of payroll related documents.
- Assists in developing and monitoring automated compliance reports
- Serves as lead liaison for functional IT projects

Technical Competencies Required for Job

Federal and State Tax Reporting	<ul style="list-style-type: none"> ▪ Ability to research complex payroll, rehired retiree and overpayment recovery related issues
	<ul style="list-style-type: none"> ▪ Ability to research and resolve complex tax related issues
Plan Provisions (Returned to Service and Cost of Living adjustments)	<ul style="list-style-type: none"> ▪ Understands returned to work provisions for retirees, the disability review process and cost of living structure
Plan Provisions (Member Services)	<ul style="list-style-type: none"> ▪ General understanding of Member Services Division benefits and the correlation to payroll processes
Computer/Technical Capability	<ul style="list-style-type: none"> ▪ Understands PARIS, PeopleSoft and web modules ▪ Ability to identify and effectively explain system related issues for IT update
	<ul style="list-style-type: none"> ▪ Ability to understand, manipulate and troubleshoot PARIS payroll reports and correspondence (including all exceptions)
	<ul style="list-style-type: none"> ▪ Advanced use of MS Office software
	<ul style="list-style-type: none"> ▪ Advanced understanding of system processes and data flow
FMD Payroll Functions	<ul style="list-style-type: none"> ▪ Ability to determine gaps in existing processes
	<ul style="list-style-type: none"> ▪ Capable of providing relevant input for solutions to complex business issues
	<ul style="list-style-type: none"> ▪ Ability to effectively organize work to achieve division goals
	<ul style="list-style-type: none"> ▪ Understands interaction and work flow between FMD and Member Services
FMD Payroll Management Processes	<ul style="list-style-type: none"> ▪ Ability to audit, review and approve (QC) retiree payroll processes ▪ Ability to teach and train staff and employers ▪ Regularly makes recommendations to improve and enhance the rehired retiree, overpayment recovery and payroll processes ▪ Ability to develop solutions to overcome debtors' obstacles using persuasion and persistence when required ▪ Ability to interpret and resolve complex payroll issues and transactions ▪ Ability to effectively communicate (verbal and written) with employers, vendors, retirees and administration regarding new legislation, announcements, questions, concerns, 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
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.	
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
Basic Level Competencies	
Basic understanding or knowledge needed for the job; Basic understanding and knowledge sufficient enough to handle routine tasks; Requires some guidance or supervision when applying the competency; Understands and can discuss terminology and concepts related to 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:

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.	
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 tasks 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 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
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
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
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
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
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

Basic Level Competencies	
Basic understanding or knowledge needed for the job; Basic understanding and knowledge sufficient enough to handle routine tasks; Requires some guidance or supervision when applying the competency; Understands and can discuss terminology and concepts related to the competency	
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

Preferred Qualifications

Bachelors degree in business (or) accounting and five years related payroll experience **(or)** eight years related payroll experience; collections and public/multi-employer pension fund experience a plus

ERS Career Development Levels

- Business Operations Manager I
- Business Operations Manager II