ERSGA
Employees' Retirement System of Georgia
Serving those who serve Georgia

Job Profile

ERS Job Title: Pension Analyst I

Internal Job Profile Summary

Reviews, analyzes and processes basic retirement related transactions using applicable laws, rules and program regulations to determine benefit eligibility. Prepares documents initiating benefit processing, compiles reports and program documentation, and responds to customers, including employees, retirees, beneficiaries and employers.

Job Responsibilities & Performance Standards

- Performs work relating to the examination and processing of retirement benefits
- Monitors member and retiree accounts to ensure timely processing and compliance with rules and regulations
- Responds to requests from customers, including members, retirees, beneficiaries and employers regarding requirements, returned/denied benefits, program eligibility and/or interpretation of federal and state laws
- Assembles data and completes benefit calculations within established guidelines
- Prepares documents initiating retirement benefits processing
- Processes and maintains applications and records, and reconciles accounts related to retirement benefits
- Provides assistance with the resolution of retirement benefit disputes
- Tracks/monitors benefit processing and related activity
- Gathers and compiles data and prepares reports
- Records retirement benefit transactions within PARIS
- Categorizes retirement processing and maintains appropriate files

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Technical Competencies Required for Job

Regulations, Laws and Plan Provisions	▪ Has a basic understanding of the regulations and laws that govern the plans
	▪ Ability to comprehend the pension plan handbooks
Pension Software	▪ Ability to navigate basic screens and perform data entry in PARIS (or similar pension software)
	▪ Ability to locate and communicate to others basic information from within PARIS (or similar pension software)
MS Office	▪ Has a basic understanding of MS Office
	▪ Ability to navigate and perform data entry in MS Office
Benefits Administration Processes	▪ Ability to complete core transactions

Statewide Core Behavioral Competencies Required for Job

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).	
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
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
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

Additional Behavioral Competencies Required for Job

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).	
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
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
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
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

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

ERS Preferred Qualifications

B.S. Degree (or) four years of job related experience working in pension plans, finance or accounting.

ERS Career Development Levels

- Pension Analyst II
- Pension Analyst III