



Job Profile

ERS Job Title: Retirement Specialist 1

Division: Financial Management

Internal Job Profile Summary

Under general supervision, reviews, evaluates and processes pension transactions for multiple employers on a monthly basis. Incumbent must apply basic concepts and processes required for employer reporting. In addition, must verify data, reconcile accounts, review and resolve exception reports and edits, process basic adjustments, and balance all monthly reporting, Must communicate with statewide employer human resources and payroll staff regarding routine matters.

Job Responsibilities & Performance Standards

- Monitors, reviews and balances monthly reports, contributions and rehired retiree data for assigned employers.
 - Researches and resolves any basic data edits and contribution errors occurring when processing the monthly transactions whether through the website or as files, including service and contributions; resolution activity should include, but is not limited to follow-up with employers, basic system adjustments and basic data revision.
 - Allocates employer cash receipts related to the monthly transactions, and resolves timing or invalid data submissions.
 - Reconciles monthly employer reports, data files and cash receipts.
 - Creates monthly invoices for deficiencies or overpayments for current monthly reporting.
 - Works and communicates with employers to reconcile invoices with accounts, and to resolve any basic issues on aged invoices.
 - Perform routine processing on the Ad Hoc Termination, Forfeited Leave, Invalid Addresses and Missing Enrollment reports.
 - Researches unallocated cash receipts.
 - Maintains accurate employer and GASB contact database.
 - Under general supervision, works on the GASB 67 and GASB 68 audits, reporting and tracking, special projects, and data clean-up efforts.
 - Responds to requests from Member Services regarding basic account adjustments and prior period changes.
 - Responds to requests from statewide employer human resources and payroll staff regarding employer responsibilities, web reporting issues, membership eligibility, and day-to-day transaction activity.
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Technical Competencies Required for Job

Plan Provisions	<ul style="list-style-type: none"> ▪ Understands and applies basic rules for plan eligibility for members and rehired retirees and associated employer reporting requirements
Computer/Technical Capability	<ul style="list-style-type: none"> ▪ Basic understanding and application of the pension software and web modules
FMD Processes	<ul style="list-style-type: none"> ▪ Basic understanding of core FMD processes: <ul style="list-style-type: none"> ⇒ Employer Reporting Flow ⇒ Knowledge of data conditions ⇒ Knowledge of edits ⇒ Ability to reconcile Employer Reports

Statewide Core Behavioral Competencies Required for Job

Basic Level Competencies	
<p>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.</p>	
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 contribution 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

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
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
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
Ethical Behavior & 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.

Statewide Entry Qualifications

Bachelor's degree in a business, accounting or finance from an accredited college or university.

ERS Preferred Qualifications

Bachelor's degree in business, accounting or finance from an accredited college or university
OR Associate's degree in business or accounting **AND** two years related experience in public/multi-employer pension funds on contributions/receivable side or administration **OR** four years of relevant experience in related field.

ERS Career Development Levels

- Retirement Specialist II
- Retirement Specialist III
- Retirement Specialist Supervisor

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 phone calls, research information, and typing using computers throughout the workday. Also may require walking periodically, primarily on a level surface. Must be able to reach above shoulder height, below the waist, or lift (*up to 25 pounds*) to file documents or store materials.