



PERS-TECHNICIAN I

CHARACTERISTICS OF WORK:

This is entry-level work which involves a wide variety of duties related to accounts of active or retired members of the Public Employees' Retirement System. The incumbent will be responsible for maintaining all membership records. Work is performed under the supervision of an administrative superior. No supervision is exercised at this level.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

Completion of thirty (30) semester hours from an accredited four-year college or university or an Associate degree from a two-year college.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

One (1) year of experience as described below.

Substitution Statement:

Graduation from a standard four-year high school or equivalent (GED), related education and related experience may be substituted on an equal basis.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity: Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Accountability: Accepts responsibility for actions and results.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

TECHNICAL COMPETENCIES:

Interacting with Computers: Uses computers and computer systems (including hardware and software) to enter data or process information.

Is proficient in using computer hardware and software to complete assigned tasks, meet agency goals, and produce required products. Possesses knowledge of applicable computer applications and programs such as Microsoft Word, Excel, and Internet applications. Manages the electronic folder through scanning, image verification, storing, and retrieval of imaged documents.

Processing Information: Assists in compiling, coding, categorizing, calculating, or verifying information or data.

Assists in processing enrollment and demographic forms accurately to accounts maintained in the agency's database. Assists in calculating monetary account balances accurately to disseminate this information to interested parties. Assists in compiling information for refund paybacks to determine amount of creditable service to be awarded when refunds are repaid.

Records Maintenance: Maintains accurate and complete membership records.

Maintains all membership records for both within and outside the agency. Files records to ensure updated and accurate reference material.

Attention to Detail: Is thorough when performing work and conscientious about attending to detail.

Assists in verifying the completeness of complex accounts to ensure accuracy of records. Ensures correct information has been posted to the correct member accounts.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Assists in compiling, processing, and disseminating information related to accounts of active or retired members of the Public Employees' Retirement System.
2. Files, verifies, and maintains membership records.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Assists in evaluating, calculating, and processing prior service, military service, certified unused leave, and balance letters to member accounts in an accurate manner.

Assists in processing enrollment and demographic forms accurately to accounts maintained in the agency's database.

Verifies and/or files records to ensure updated and accurate reference materials.

Assists in compiling information for refund paybacks to determine amount of creditable service to be awarded when refunds are repaid.

Assists in verifying the completeness of complex accounts to ensure accuracy of records.

Assists in calculating monetary account balances accurately to disseminate this information to interested parties.

Assists in answering routine questions regarding department records, membership and creditable service according to PERS laws, policies and regulations.

Opens and distributes mail to appropriate staff.

Manages the electronic folder through scanning, image verification, storing, document maintenance and retrieval of imaged documents or objects.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.