



PERS-RETIREMENT BENEFIT TECHNICIAN I

CHARACTERISTICS OF WORK:

This is technical work involving assisting PERS-Retirement Benefit Technicians in a higher classification in the administration of the payroll for monthly benefits, refunds of accumulated contributions to eligible members, and direct deposit of checks for all membership of the Public Employees' Retirement System, Supplemental Legislative Retirement Plan, Mississippi Highway Safety Patrol Retirement System and Mississippi Municipal Retirement Systems. The work is coordinated with the Accounting and MIS departments to balance the payrolls each month and provide for a comprehensive check on all transactions involving each member. The work is performed in accordance with state and federal laws and established agency procedures. The work is subject to close supervision by an experienced administrative superior. Questions involving important decisions are referred to a 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:

An Associates' Degree or 60 semester hours from an accredited college or university.

OR

Education:

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

AND

Experience:

Two (2) years of experience in work related to the described duties.

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.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Depth Perception: Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

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 the 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:

Communication Skills: Concisely and correctly answers questions and/or explains or conveys information to the retirees, agencies, management, and other entities.

Asks appropriate questions to gain information needed to assist the retirees or to provide information to the membership, agency personnel, or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: Notes, letters, e-mails, reports, memorandums, etc. Communicates information in a courteous manner without invoking anger.

Workflow Management: Schedules and manages workload to achieve goals; works independently resolving all tasks timely.

Researches and finds solutions using all available informational resources. Effectively utilizes resources such as time, computer equipment, travel expense reimbursement, supplies, etc. Makes appropriate choices or exercises sound judgment for a variety of circumstances. Exercises appropriate level of professional skepticism based on information obtained. Adapts appropriately to a variety of situations and surroundings

Functional Capability: Possesses knowledge of retirement laws, regulations, and agency policies.

Possesses knowledge of plans and programs that are administered by the agency. Assists agency personnel with answers to complex questions within area of expertise. Ability to think analytically and exercise an analytical thinking process. Works with and is comfortable with calculations and computations.

Professional Maturity: Is able to assess the situation and appropriately respond.

Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Continuously assesses work unit for areas of improvements and suggests changes for continuous improvement. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated goals. Maintains appropriate standards of confidentiality and only provides information within authority to provide.

Work Performance: Coordinates monthly benefit payments for all members with the accounting and MIS departments.

Responds to correspondence pertaining to options, direct deposits, monthly checks, tax deductions, notifications of death, address changes, and non-receipt of monthly checks. Obtains

guardianship papers, conservatorship papers, and other pertinent legal documents to authorize payments in accordance with state laws.

Mentoring or Training: Mentors or otherwise assists co-workers as assigned helping them to improve their knowledge, skills, and abilities.

Fosters a positive attitude.

Technical: Is proficient in using computer hardware and software to complete assigned tasks, meet agency goals, and produce required products.

Possesses knowledge of Microsoft products which may include but is not limited to the following: Windows, Word, Excel, and PowerPoint.

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. Administers and maintains payroll for monthly benefits and direct deposits of checks for all membership.
2. Maintains and prepares records and correspondence.

EXAMPLES OF WORK:

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

Coordinates monthly benefit payments for all members with the accounting and MIS departments.

Obtains guardianship papers, conservatorship papers and other pertinent legal documents to authorize payments in accordance with state laws.

Processes lump sum or rollover refund requests.

Processes death notices.

Processes tax levies and child support withholdings.

Processes miscellaneous payroll deductions for retirees/beneficiaries.

Updates changes in beneficiaries according to Form 1B.

Updates and maintains old accounts.

Cancels retirement for full time re-employment of retirees.

Processes remainder refunds.

Processes COLA (Cost of Living Adjustment) elections from annually to monthly.

Processes tax withholding changes and direct deposits.

Counsels members, retirees, and beneficiaries via phone calls or walk-ins.

Responds to correspondence pertaining to options, direct deposits, monthly checks, tax deductions, notifications of death, address changes, and non-receipt of monthly checks.

Maintains records of all transactions concerning members of the retirement system.

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.