RETIREMENT PLANNING CONSULTANT LEVEL II

At Will Position
FLSA Status: Nonexempt
Salary Range: up to $54,400
Posting Date: May 14, 2024

The Teachers' Retirement System of Oklahoma (TRS) is seeking to fill a Retirement Planning Consultant Level II position. This is a full-time state employee position subject to the Civil Service and Human Capital Modernization Rules. TRS offers a comprehensive benefits package, including:

- Generous benefit allowance to offset the cost of medical, dental, and life insurance premiums for employees and their eligible dependents (disability insurance available for employees only);
- Defined benefit retirement plan (Employer pays all contributions on behalf of employees);
- Deferred compensation plan (Employer pays a $25 match and employees can contribute up to IRS limits);
- 3 weeks paid annual and 3 weeks paid sick leave in the first year;
- 11 paid holidays annually; and
- Annual longevity payment after two years of service.

JOB DESCRIPTION:

Employees at this level are assigned a full range of duties which are more technical and complex in nature than those assigned to Level 1 employees. Level 2 employees perform work that is varied and that may be somewhat difficult. In addition to Level 1 duties, responsibilities of Level 2 employees may include, but are not limited to, the following:

- Review and analyze member records in order to ensure the client receives accurate service credit. Ensure proper contributions have been received to qualify service credit and if not, prepare cost statements that reflect the balance due for clients' eligibility.
- Generate member retirement benefit projections using the member accounting system.
- Conduct in-depth and thorough audit of all aspects of member accounts and general intent to retire and benefit estimation.
- Prepare hypothetical and actual billing statements for service purchases or balances due.
- Conduct consultation and communicate basic and complex benefit information to members.
- Advise members and employers of discrepancies and initiate adjustments for proper credit.
- Interview disability applicants and determine non-medical eligibility determination; conduct follow-up interviews to determine continued eligibility.
- Generate final retirement documents after audit and estimate have been conducted; review member retirement file for completion and accuracy making final benefit adjustments as necessary.
- Verify correctness and accuracy of all benefit and distribution payments such as withdrawals, Partial Lump Sum Options (PLSO), survivor benefits, and post-retirement.
- Reconcile retirement benefits for recently retired members.
- Review member accounts and apply rules and established procedures for distribution of account balances
- Process transports of service to and from applicable state retirement plans
- Mail various informational packets

QUALIFICATIONS AND EXPERIENCE:

Three or more years of experience in customer service or a call center, technical bookkeeping, accounting, auditing, claims adjusting, eligibility determination or reviewing and analyzing requests for determination of retirement benefits or other related benefits; or an equivalent combination of education and experience, substituting 30 semester hours of college for each year of required experience. *(If no college, 3 years qualifying experience).*

Knowledge of and skills in:

- Excellent customer service and communication skills.
- Ability to analyze appropriate records, determine authorized benefits, and counsel members regarding various issues.
- Knowledge of current computer software, office systems and equipment.
- Knowledge of clerical accounting methods, procedures and terminology.
- Skill in arithmetic reasoning and able to perform basic to semi-complex calculations.
- Knowledge of state laws, guidelines, rules and regulations relating to retirement system procedures and methods.
- Ability to determine when specific laws should be applied to certain types of benefits.
- Ability to apply policies and procedures to complex problems based on laws, rules and regulations.
- Ability to follow basic to semi-complex oral and written instructions in detail and with accuracy.
- Ability to prepare, understand and interpret written materials.
- Ability to adapt and problem-solve when completing tasks and projects.

PREFERRED QUALIFICATIONS: Preference may be given to individuals with business accounting experience.

GENERAL / ORGANIZATIONAL COMPETENCIES:

- Quality: achieving a standard of excellence with work processes and outcomes, while complying with policies, practices and all regulatory requirements.
- Member Focus: striving for high member satisfaction; being helpful and pleasant; making it as easy as possible on the member rather than the agency.
- Communication: speaking and writing clearly, effectively, and accurately; keeping others informed.
- Team Player: being adaptable, helpful, respectful, approachable, and team oriented; building strong working relationships and promoting a positive work environment.
- Initiative: taking ownership of work; doing what is needed without being asked; following through.
- Efficiency: planning ahead; time management skills; punctual, and ability to problem-solve.
- Coachability: being receptive to feedback; willing to learn; embracing continuous improvement.
- Integrity and Ethics: demonstrating integrity and a high degree of ethics.

PHYSICAL DEMANDS:

While performing the duties assigned, the employee is required to use hands to finger, handle or feel, and to talk or hear. The employee is frequently required to walk, sit and reach with hands and arms. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and distance vision. Valid driver's license and travel required.

APPLICATION PROCEDURES:

To apply, go to State of Oklahoma Careers (myworkdayjobs.com). **Only applications submitted in accordance with these procedures will be considered.**