

# PENSION SPECIALIST-SENIOR

Recruitment #1604-4207-001

**List Type** Transfer/Promotional

**Requesting Department** EMPLOYES' RETIREMENT SYSTEM

**Open Date** 4/23/2016

**Filing Deadline** 5/16/2016 11:59:00 PM

**HR Analyst** La'Neka Horton

## Introduction

**THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY**

## Purpose

Responsible for the day-to-day interaction and communication of benefits and other ERS programs to members, employers, and other affected personnel. Resolves member questions, complaints, and requests, which may involve some interpretation based on knowledge of the ERS, its benefit programs and its governing ordinances.

## Essential Functions

- Counsel members and provide a variety of member services through mail, telephone, and personal contacts regarding benefit eligibility and coverage per Chapter 36, APB Rules and Regulations, and legal opinions.
- Perform calculations and process retirements, refund applications, benefit estimates, death benefits, and Optional Service Credit requests. Verify accuracy of information used in calculations.
- Maintain and audit appropriate member records.
- Recommend changes in procedures to improve efficiency of processes.
- Conduct research and regularly review Chapter 36, APB Rules and Regulations, and legal opinions to ensure accurate knowledge of ERS benefits in order to answer inquiries from ERS members, City department and agencies, and other public governmental entities.
- Meet and interact with other staff regularly to share information and keep up to date on policies and procedures.
- Process applications for pension benefits.
- Prepare written benefit communication materials for members, employers, senior management, City staff, sub-committees, and the ERS Board.
- Prepare reports for management, the ERS Board, and other staff.
- Provide backup coverage for other Pension Specialists when needed.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## **Minimum Requirements**

1. Regular status as City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Bachelor's Degree in business administration, communications, human resources, or a related major from an accredited college or university.

***IMPORTANT NOTE:** To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected.*

*Your transcript must be legible and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed. Equivalent combinations of education and experience may be considered.*

3. Two years of professional level experience in human resources, benefits, customer service, or communications.

*Equivalent combinations of education and experience may also be considered.*

## **Desirable Qualifications**

- Experience with Chapter 36 of the Milwaukee City Charter and Annuity and Pension Board Rules and Regulations.

## **Knowledges, Skills, Abilities and Other Characteristics**

- Knowledge of retirement benefits administration and pension systems.
- Knowledge of project management, workflow concepts, and process improvement.
- Ability to understand and interpret laws, rules, and regulations that pertain to retirement benefits.
- Ability to perform accurate mathematical calculations.
- Ability to plan, organize, and coordinate work for optimal efficiency.
- Ability to meet demanding deadlines and handle a high volume of work.
- Oral communication, presentation, and training skills.
- Interpersonal skills and ability to establish and maintain effective relationships with others.
- Customer service skills.
- Ability to remain professional when serving people who are experiencing difficult circumstances.
- Written communication skills, including the ability to prepare educational and communication materials for members, employers, senior management, City staff, sub-committees, and the ERS Board.
- Ability to learn and use specialized information systems and applications in addition to standard office software.
- Ability to conduct research, compile statistics, and generate reports.
- Honest and able to maintain confidentiality in all matters.

## **Current Salary**

SALARY (2DN) for City of Milwaukee residents is \$42,500 annually, and the non-resident starting salary is \$41,458.

## **Selection Process**

The selection process will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the Employees' Retirement System reserve the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

*NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current non-probationary City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer.*

INITIAL FILING DATE - The examination will be held as soon as practical after **May 16, 2016**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

*NOTE: The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance until the Wisconsin Supreme Court issues a final decision. If the Wisconsin Supreme Court affirms the Court of Appeals decision, the City intends to fully enforce the residency requirement for all employees. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.*