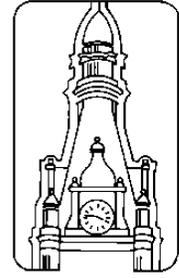


Lead Pension Specialist

City of Milwaukee
Dept. of Employee Relations
Room 706, City Hall

PLEASE POST



TRANSFER/PROMOTIONAL OPPORTUNITY

LEAD PENSION SPECIALIST
Employes' Retirement System

PURPOSE: Under the direction of the Member Services Manager, the Lead Pension Specialist assists with the supervision and coordination of activities of employees and contractors in the Member Services area of the Employes' Retirement System (ERS) by ensuring that services are provided in a courteous, efficient, timely, and accurate manner. The person in this position is responsible for managing the day-to-day interaction and communication of benefits and other ERS programs to members, employers, and other affected personnel in the absence of the Member Services Manager.

ESSENTIAL FUNCTIONS:

- Counsels members and provides a variety of member services through mail, telephone, and personal contacts regarding benefit eligibility and coverage per Chapter 36 of the Milwaukee City Charter, Annuity and Pension Board (APB) Rules and Regulations, and legal opinions.
- Processes retirements, refund applications, benefit estimates, death benefits, and optional service credit requests. Maintains and audits related member records. Recommends changes in procedures to improve efficiency.
- Supervises the daily duties and coordinates the workload of Pension Specialists, Disability Specialists, and the Enrollment Specialist. Coordinates their ongoing training to ensure they are updated on all changes to local, state, and federal legislation that affect the Employes' Retirement System.
- Prepares written and other communication materials including brochures, newsletters, and web content to educate members on their ERS benefits. Develops and delivers pre-retirement training seminars and new employee orientation sessions. Prepares reports for senior management, the ERS Board, and other staff.
- Conducts research and regularly reviews Chapter 36, APB Rules and Regulations, and legal opinions to ensure accurate knowledge of ERS benefits in order to respond to inquiries from members, City departments, City agencies, and other governmental entities.
- Performs other duties as assigned.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Current status and at least three months of experience as a regularly appointed City of Milwaukee employee.
2. Bachelor's Degree in business administration, communications, human resources, or a related major from an accredited college or university. *NOTE: Copies of transcripts should be submitted with application -OR- sent immediately to Mary Jane Stoffel, Member Services Manager, Employes' Retirement System, 789 N Water St, 3rd Floor, Milwaukee, WI 53202. (Student copies are acceptable.)*
3. Three years of professional level experience in human resources, benefits, customer service, or communications.

Equivalent combinations of education and experience may also be considered.

Lead Pension Specialist

DESIRABLE QUALIFICATIONS:

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

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of retirement benefits administration and pension systems.
- Ability to understand and interpret laws, rules, and regulations that pertain to retirement benefits.
- Ability to perform accurate mathematical calculations.
- Ability to lead, supervise, train, coach, and monitor the performance of a team of employees engaged in providing customer service in a technical area.
- Knowledge of project management, workflow concepts, and process improvement.
- 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 communications such as brochures, newsletters, and web content for various audiences.
- 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.
- Self-directed.
- Honest and able to maintain confidentiality in all matters.

CURRENT SALARY RANGE IS (SG 06): \$50,206-\$70,295 annually with excellent benefits.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related training, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the hiring department 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.

APPLICATION PROCEDURE:

1. Applications can be obtained from the City of Milwaukee, Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, by calling (414) 286-3751, or by visiting www.milwaukee.gov/jobs.
2. **Applications should be returned to: Mary Jane Stoffel, Member Services Manager, Employees' Retirement System, 789 N Water St, 3rd Floor, Milwaukee, WI 53202, by May 13, 2011.** Receipt of applications may be discontinued at anytime after this date.