

**COMMONWEALTH OF PENNSYLVANIA**  
invites applications for:



**Administrative Assistant 1 - SERS  
Employees Only**

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**SALARY:** \$37,066.00 - \$55,844.00 Annually  
**JOB TYPE:** Civil Service Permanent Full-Time  
**DEPARTMENT:** State Employees' Retirement System  
**LOCATION:** Allegheny County  
**OPENING DATE:** 01/17/18  
**CLOSING DATE:** 01/24/18 11:59 PM  
**JOB CODE:** 08210  
**POSITION NUMBER:** 00182098  
**UNION:** AFSCME Master Agreement  
**BARGAINING UNIT:** A4  
**PAY GROUP:** ST05  
**BUREAU/DIVISION CODE:** ` 2240  
**BUREAU/DIVISION:** Pittsburgh Regional Counseling Center  
**WORKSITE ADDRESS:** Foster Plaza 6  
**WORKSITE ADDRESS:** Suite 330  
**CITY:** Pittsburgh, PA  
**ZIP CODE:** 15220  
**CONTACT NAME:** Katie Mathews  
**CONTACT PHONE:** 717.783.8085  
**CONTACT EMAIL:** kmathews@pa.gov

**THE POSITION:**



**GENERAL INFORMATION**

- **SERS Only:** Applicants must currently be employed by the State Employees' Retirement System.
- **Work Hours:** 8:00 a.m. - 4:30 p.m.
- **Supervisor:** Lynn Nedzesky, SERS Regional Manager

### **POSITION PURPOSE**

This position serves as the administrative coordinator to the SERS Regional Manager. The work involves providing a variety of technical and support services as necessary in the everyday operations of the Regional Counseling Center.

### **DESCRIPTION OF WORK:**

#### **ESSENTIAL FUNCTIONS**

1. Serve as Admin Coordinator w/ Manager
2. Analyze deceased member files
3. Maintain VISA account records
4. Maintain inventory
5. Coordinator for maintenance agreements
6. Coordinator for purchase contracts
7. Seeks bids for contracted services
8. Provide monthly reports to central office
9. Lead worker for clerical staff
10. Reviews completed assignments

#### **RESPONSIBILITIES**

##### **DEATH BENEFIT PROCESSING**

Receive death notification, stop annuity check, review and analyze the file of the deceased to determine eligible beneficiary(ies) or designated survivor based on the option election. This involves using the Document and Work Process Management (DAWPM) system and the State Employees Retirement Information System (SERIS).

Check DAWPM Library to review and analyze retirement application, beneficiary information and all other documents affecting the death benefit. Initiate research to determine the location of a beneficiary if listed address is incorrect. Determine the status of current monthly check and select appropriate letter for beneficiary, survivor or estate. Calculate either the amount payable or the overpayment in accordance with SERS Code. If there is an overpayment, establish the Invoice number on SERIS. Update DAWPM indicating the initial letter was sent. When death certificate and required information/overpayment are received, check for completion and accuracy.

Primary contact for inquiries from beneficiaries/designated survivors, attorneys, executors, etc., concerning health coverage (ACT 183), tax information and SERS policies and procedures. Assure that replies are in compliance with SERS public information policies, confidentiality requirements and SERS Code (Title 71).

Prepare and submit completed member death package to Central Office for processing. Forward all incomplete packages to Central Office when all efforts have been exhausted to obtain appropriate documentation from beneficiary(ies) or designated survivor.

Scan and index these documents into DAWPM, review and forward to BDD for further processing.

##### **REFUNDS**

Receive member's request, research account and determine eligibility for a refund or an annuity. Inform member of rollover availability and tax consequences. Also informs member of service purchase procedures, payment methods and time frames involved.

Mail necessary forms and information to members. Send Debt Verification - Refund of Member's Contributions to agency comptroller. Scan and index refund request into DAWPM. When forms are returned, check for accuracy and completion. If necessary, send second request to agency/members for

forms needed to complete package. When all necessary forms are returned and are complete, scan and index to BDD for further processing.

#### LEAD WORKER

Function as the lead worker for clerical staff by distributing and interpreting work assignments, providing assistance, conducting on-the-job training and reviewing completed assignments, as required. Update clerical procedural binder as changes are received from Central Office, Regional Manager or by recognizing any needed changes that would increase efficiency and effectiveness of the Counseling Center operations. Develop new procedures, forms or form letters as needed. VISA ACCOUNT Maintain the Regional Counseling Center

#### VISA

Account utilizing the Commonwealth procurement guidelines and established procedures.

Reconcile the account on a monthly basis. Research and resolve discrepancies within established time frames.

#### PURCHASING AND CONTRACTED SERVICES

Maintain inventory of all office supplies and furniture in accordance with established guidelines. Refer to catalogs, state contracts and other sources to obtain prices, specifications and other necessary information. Utilize the appropriate purchasing method such as supplies encumbrance, miscellaneous encumbrance, general invoice, field limited purchase order, contract purchasing, warehouse purchasing or direct bidding process.

Serve as Regional Counseling Center automotive officer. Arrange for routine and non-routine service to vehicles assigned to the Regional Counseling Center. Complete and submit monthly automotive reports to Central Office within established timeframes and in accordance with established procedure.

Serve as coordinator for the Regional Counseling Center maintenance agreements and service purchase contracts in accordance with established Commonwealth procedures. Coordinate service and repairs as specified in these agreements and seeks bids for contracted services. Arrange preventive maintenance checks.

#### EXTERNAL LIAISON

Serve as liaison with outside agencies, i.e. Social Security Administration, Office of the Aging, Blue Cross/Blue Shield, PEBTF, HMO's, area estate planning councils, PSECU, deferred comp, etc. to obtain existing and/or new informational materials. Review the content of the new material and provides the Regional Counseling Center Manager with the findings.

#### MISCELLANEOUS SUPPORT DUTIES

Assist Clerk Typist III in receiving visitors, answering telephones, opening and distributing mail, etc. as needed. Intervene in order to respond to non-routine inquiries or situations. Scan necessary office materials in the absence of the Clerk Typist III. Provide clerical assistance during the peak or overload periods.

Schedule appointments for manager and counselors as requested. Assist at informational programs as needed.

Compose correspondence based on the nature of the inquiry, to answer routine and non-routine retirement and annuity questions.

Perform other office related duties as assigned.

#### DECISION MAKING

This position is under the direct supervision of the SERS Regional Office Manager. Assignments are carries out with considerable initiative and independence with limited review while in progress. Finished work is reviewed through conferences and evaluation of results obtained and for adherence to procedures and standards.

#### REQUIRED EXPERIENCE, TRAINING & ELIGIBILITY:

**MINIMUM EXPERIENCE AND TRAINING**

Such training as may have been gained through graduation from a four year college or university or any equivalent combination of experience and training.

**PA RESIDENCY**

Pennsylvania residency is required.

**RECRUITMENT METHODS**

You must be eligible for selection in accordance with civil service rules. Applicants must meet one of the following methods to be considered for this vacancy.

1. Reassignment
2. Voluntary Demotion
3. Promotion Without Examination
  - You must have or have held regular civil service status in one of the following classifications:
    - Clerk Typist 3
  - You must meet meritorious service criteria defined as (a) the absence of any discipline above the level of written reprimand during the 12 months preceding the closing date of this posting, and (b) the last due overall regular or probationary performance evaluation was satisfactory or higher.
  - You must meet seniority criteria defined as a minimum of one year in the next lower class (es) by the posting close date.

**Reminder:** Applicants must currently be employed by the State Employees' Retirement System.

**APPLY**

- Employee performance review: most recent regular or probationary review or indicate that one is not available.
- Memo/letter (voluntary demotion only): indicate you will accept the appropriate reduction in pay.

Applicants should apply online. Visit [www.employment.pa.gov](http://www.employment.pa.gov). Click on the Open Jobs tile. From the Menu in the upper left corner of the screen, select the PA Internal Job Postings link. Open the relevant job announcement and from within the announcement, click the green Apply button. Use the point of contact listed above if you are unable to apply online and require assistance with an alternate application method.

**Failure to comply with the above application requirements will eliminate you from consideration for this position.** Please use the contact information provided for assistance

You can [track the status](#) of current SERS openings from the Jobs page of the SERS website.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.employment.pa.gov>

Position #I-2017-09982  
ADMINISTRATIVE ASSISTANT 1 - SERS EMPLOYEES ONLY  
KM

OUR OFFICE IS LOCATED AT:  
613 North Street  
Harrisburg, PA 17120

[jobs@pa.gov](mailto:jobs@pa.gov)

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