



COMMONWEALTH OF PENNSYLVANIA  
invites applications for:

## Clerk Typist 3 (Up to 3)

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**SALARY:** \$32,841.00 - \$48,998.00 Annually  
**JOB TYPE:** Civil Service Permanent Full-Time  
**DEPARTMENT:** State Employees' Retirement System  
**LOCATION:** Dauphin County  
**OPENING DATE:** 03/21/18  
**CLOSING DATE:** 04/04/18 11:59 PM  
**JOB CODE:** 00230

**UNION:** AFSCME Master Agreement  
**BARGAINING UNIT:** A1  
**PAY GROUP:** ST04  
**BUREAU/DIVISION CODE:** 2310  
**BUREAU/DIVISION:** Benefits Determination Division  
**WORKSITE ADDRESS:** 30 North Third Street  
**CITY:** Harrisburg, PA  
**ZIP CODE:** 17101  
**CONTACT NAME:** Katie Mathews  
**CONTACT PHONE:** 717.783.8085  
**CONTACT EMAIL:** kmathews@pa.gov

### THE POSITION:



### GENERAL INFORMATION

- **Positions:** Up to three (3) positions may be filled from this posting
- **Supervisor:** Cleopatra Richardson, Administrative Officer 1
- **Work Hours:** 8:00 a.m. - 4:30 p.m. with one hour lunch

- **Seniority:** This vacancy is subject to the seniority provisions of the AFSMCE Master Agreement

#### **POSITION PURPOSE**

This position provides clerical support to the disbursements work unit within the SERS-Benefits Determination Division. The position is primarily responsible for updating member data – addresses, federal withholding, banking information, power of attorney, excess earnings, death, etc. - through the State Employee Retirement Information System (SERIS). The position reviews retirement applications, processes agency debts, salary claims, and withdrawals, and responds to requests for pension verification.

#### **DESCRIPTION OF WORK:**

##### **ESSENTIAL FUNCTIONS**

1. Process address changes, federal withholding, direct deposit, and powers of attorney
2. Process agency debts, salary claims, annuity overpayments, and withdrawals
3. Complete death-file matches and death benefit processing
4. Complete pension verifications
5. Perform basic math with assistance of a calculator – e.g. addition, subtraction, multiplication, division
6. Review paperwork for completeness and reasonableness – e.g. retirement applications, excess earnings, etc...
7. Prepare correspondence
8. Review and apply – accurately and appropriately - policies, processes, and directions in the completion of assigned tasks
9. Use standard office equipment, applications, software, & websites – e.g. computer, phone, multifunction machine, SERIS, DAWP, Outlook, Word, internet
10. Communicate effectively to answer phones and respond to both verbal and written inquiries

#### **RESPONSIBILITIES**

##### **AGENCY DEBTS & SALARY CLAIMS**

- Verify forms for completeness.
- Process agency debts by determining amount for deduction and inputting through SERIS.
- Process salary claims by calculating deduction amount based on monthly annuity payment and enter deduction through SERIS
- Receive information from and corresponded with the Bureau of Commonwealth Payroll Operations (BCPO).
- Send appropriate correspondence to employing agency, member, or annuitant.

##### **WITHDRAWALS (refunds)**

- Review packets for completion, signatures, and withdraw eligibility.
- Reject incomplete packets back to field office.
- Check that member's record is in final termination status in SERIS.
- Enter withdraw information to SERIS.
- Verify withdraw actions processed by other members in the work unit.
- Review accounts which have been dormant for 120 days.

##### **DEATH-FILE MATCHES & DEATH BENEFIT PROCESSING**

- Review death-file matches received from COMSERV, Berwyn Group, and PA Department of Health. Match up the information on the death-file reports to SERS' records. Review member's retirement history through SERIS and DAWPM and to find beneficiary information. Use the internet to verify banking information and social security death matches. Prepare letters and affidavits.
- Process the more complicated death benefits, especially those with Domestic Relations Orders (DRO), contested death benefits, or legal issues, such as Powers of Attorney (POA).

- Review the deceased member's record in SERIS for selected retirement option and any beneficiary/survivor benefit entitlements.
- Review the death benefit calculated by SERIS for reasonableness. Recalculate benefit as needed.
- Review weekly check re-deposit report. Make manual adjustments to member account.
- Process died-in-state service actions.

#### ANNUITY OVERPAYMENTS

- Assign invoice numbers.
- Enter member's data, found in SERIS, to the Office of Attorney General (OAG) website for overpayments exceeding \$5,000.
- Add relevant paperwork to DAWPM.

#### EXCESS EARNINGS

- Review, annually, the excess earning forms returned by SERS' annuitants receiving a disability retirement benefit. Check to see if current employer is a SERS-participating agency.
- Enter excess earning amounts to SERIS.
- Forward excess earning cases to Retirement Technicians for further processing.

#### PENSION VERIFICATIONS

- Complete unemployment compensation or subsidized housing requests for pension verification by pulling member records from SERIS and entering relevant information to appropriate forms.
- Mail completed pension verification forms. Save copies to DAWPM.

#### RETIREMENT APPLICATIONS

- Check member's SERIS record for account termination status. Work with the Bureau of Commonwealth Payroll Operations, or appropriate independent agency, for accounts which remain open.
- Review retirement applications through DAWPM for completeness. Contact the retiring member to resolve minor issues. Work with the appropriate field office to resolve issues for application packets with numerous or substantial problems.
- Forward retirement applications to appropriate work queues.

#### CORRESPONDENCE QUEUE

- Respond to requests for direct deposit forms, federal withholding forms, and duplicate 1099-R forms.
- Respond to inquiries from members, beneficiaries, and attorneys by reviewing SERIS and DAWPM records and then using standard form language, as applicable. Compose individualized responses when needed.

#### SERIS AND DAWPM RECORDS

- Process address changes.
- Process Powers of Attorney (POA) and guardianships.
- Process federal withholding changes.
- Process direct deposit changes.

#### MISCELLANEOUS RESPONSIBILITIES

- Sort and distribute mail.
- Scan and index paperwork.
- Prepare correspondence.
- Answer phones.

- Order supplies.
- Serve as back-up for the clerical responsibilities performed by the Disability Applications Reviewer, when needed.
- Perform related duties as required.

### **DECISION MAKING**

Position reports to an Administrative Officer 1 who provides training on new topics or process changes and who is available to provide assistance for special or unique work assignments.

Position is responsible for reviewing paperwork and records in assigned areas of responsibility for accuracy and reasonableness. Position has discretion to determine deduction amounts and payment timeframes for agency debt actions. Upon receipt of excess earning statements, position verifies employer for SERS participation. If the employing entity participates with SERS, the position must determine if the employee (annuitant) is no longer retirement-eligible.

Position is expected to be familiar with SERIS modules in order to answer questions relating to assigned areas of responsibility. Position uses discretion in composing content for various letters based on case-specific information.

### **REQUIRED EXPERIENCE, TRAINING & ELIGIBILITY:**

#### **MINIMUM EXPERIENCE AND TRAINING**

You must meet the minimum experience and training for the job title:

Six months as a Clerk Typist 2, and educational development to the level of completion of high school; or One year of progressively complex clerical typing experience and completion of high school; or Six months of moderately complex clerical typing work and completion of a post high school business curriculum; or Any equivalent experience and/or training which provided the required knowledges, skills, and abilities.

#### **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. Seniority Promotion
2. Seniority Unit Lateral
3. Seniority Civil Service Lists

The next lower classification(s) for promotional purposes in accordance with collective bargaining are:  
**Clerk Typist 2 (00220)**

When the collective bargaining obligation(s) have been met, then the following recruitment methods may be used:

1. Civil Service Lists
2. Transfer
3. Reassignment
4. Reinstatement
5. Voluntary Demotion
6. Promotion Without Exam

- You must have or have held regular civil service status in one of the following classifications:
  - Clerk Typist 2 (00220)
  - Clerk Stenographer 2 (00420)
- 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.

**APPLY**

The following materials must be submitted with the online application.

- 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-2018-12976  
CLERK TYPIST 3 (UP TO 3)  
KM

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

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

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