



COMMONWEALTH OF PENNSYLVANIA
invites applications for:

Clerk Typist 3

The Commonwealth of Pennsylvania is proud to be an equal opportunity employer supporting workplace diversity.

SALARY: \$32,841.00 - \$48,998.00 Annually

JOB TYPE: Civil Service Permanent Full-Time

DEPARTMENT: State Employees' Retirement System

LOCATION: Luzerne County

OPENING DATE: 01/12/18

CLOSING DATE: 01/26/18 11:59 PM

JOB CODE: 00230

POSITION NUMBER: 00182097

UNION: AFSCME Master Agreement

BARGAINING UNIT: A1

PAY GROUP: ST04

BUREAU/DIVISION CODE: 2230

BUREAU/DIVISION: Wilkes-Barre Regional Counseling Center

WORKSITE ADDRESS: 15 Public Square

WORKSITE ADDRESS: Suite 410

CITY: Wilkes-Barre, PA

ZIP CODE: 18701

CONTACT NAME: Katie Mathews

CONTACT PHONE: 717.783.8085

CONTACT EMAIL: kmathews@pa.gov

THE POSITION:



GENERAL INFORMATION

- **Work Hours:** 8:00 a.m. - 4:30 p.m.

- **Supervisor:** Ellis Wilner, SERS Regional Manager
- **Seniority:** This vacancy is subject to the seniority provisions of the AFSCME Master Agreement

POSITION PURPOSE

This position serves as the initial contact between the member and the Regional Counseling Center staff. Performs a variety of complex clerical duties to support the SERS Regional Counseling Center.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS

1. Answer calls/general benefits questions
2. Receive/initiate request for estimates
3. Review all counseling center documents
4. Scan/process documents into DAWPM system
5. Process death benefits claims
6. Process refund request by non-vested members
7. Assist members with direct deposit
8. Assist members with change of address
9. Help members w/ Fed withhold certificates
10. Maintain counselors' appointment schedules

RESPONSIBILITIES

CLERICAL DUTIES

- Responsible to greet and assist visitors of SERS, which include active or retired members, State Officials, Investment Managers, Attorneys and the general public. Assists members by ascertaining their area of concern, reviewing their State Employees Retirement Information System (SERIS) computer records to answer questions and/or contact the specific area within SERS that can properly assist them. Answer questions of a general nature concerning retirement, supplemental benefits eligibility, and benefit processing. Responsible to attain knowledge of all areas of the Retirement System and current changes so that they may generally provide assistance on the subject in question. Answer main telephone lines, ascertain subject of call, answer general questions, and/or transfer call to appropriate staff member. Must be familiar with all retirement and health insurance related forms so they may assist members in completing forms both in person and via telephone. Required to compile statistics and prepare weekly reports for that section. Independently prepares memorandums, correspondence and reports as necessary and/or forms in work processing programs, which will improve the efficiency and accuracy of field office documents.

- Review and prepare documents for scanning. Scan documents into Document and Work Process Management (DAWPM) system, determining proper batch to be used. Using, DAWPM, indexes documents by determining proper category and priority, forward or reject folder as appropriate. Review DAWPM field office category daily. Review folders and documents for proper completion and missing documents. Forward, pend or reject as appropriate. Prints copies to mail to the member as needed. Keeps a log of batch numbers and follows filing/storing requirements as established by SERS.

- Open, date stamp and record correspondence in mail log as needed. Distribute mail to appropriate staff member, Central Office, or other agency as required. Operate postage meter machine to weigh and stamp outgoing mail.

- Prepare form letters and memos from written drafts, labels, etc, as required. File and purge documents and records in accordance with established procedures.

- Assists the counselors with preparation of data and information needed for informational seminar programs. May attend presentation to assist with set up, registration and other duties.

PROCESSING OF RETIREMENT APPLICATION PACKAGES

- Review all retirement, vesting, and option change application packages before scanning. Check forms for completeness. Return any incomplete forms to the counselor. Scan packages into DAWPM. Pend

incomplete packages awaiting necessary forms, or forward completed packages for processing. Place tickle note on incomplete packages with a list of forms necessary to complete packages. When all necessary forms are received, forward the package. Maintain a record and type of packages forwarded for processing. Return a copy of the Retirement Application, beneficiary form, (if used) and other necessary forms to the member, along with appropriate letter informing the member that the package is complete and has been forwarded for processing.

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FORM PROCESSING

- Respond to requests by members for various forms. Review SERIS screen to determine if requested form is appropriate. Review returned form for completeness and correctness. Check additional documentation, if required, for accuracy of information inserted on the form. If unacceptable, return the form to the member with a letter explaining the discrepancy and the corrective action required. Assist the member as needed. Maintain a log of returned forms.

ANNUITANT BENEFICIARY FORMS

- Receive and review all retired beneficiary forms. Check for Domestic Relations Orders (DRO) and retirement option. If unacceptable, send the letter explaining errors to annuitant with a copy of voided beneficiary form. Scan the copy of the letter and original beneficiary form. Index and review in DAWPM.

DEATH AND REFUND NOTIFICATIONS

- Take appropriate information from member or contact person regarding death or refund of contributions and interest. Complete Death or Refund Request Notification form and forward information to Administrative Assistant. Refer call to counselor if information indicates need for counseling. Stop monthly annuity for member in the absence of the Administrative Assistant.

UNRECEIVED CHECK PROCESSING

- If a member calls to report they did not receive their annuity check, review the payroll record to verify the check was issued. Inform member of time limit allowed to deliver the check and the process after a stop payment has been started. Contact the appropriate Central Office staff to report lost/stolen check and initiate the stop payment process. If the member was due a check and none had been issued, inform the member of steps necessary to have a check issued.

REQUESTS FOR SERVICE PURCHASES

- Assist members and agency personnel office staff in completing forms and obtaining documents necessary for purchase of service. Scan documents into DAWPM and forward completed requests for processing. Direct non-routine requests to appropriate staff member.

ESTIMATE REQUESTS

- Complete Client Data Sheet for members requesting retirement estimate as needed. Enter data into SERIS; print out BEN03 and FND 64 screens. Check for file or initiate a file for the member. Log in estimate request. Provide file folder with Client Data Sheet and printed SERIS information to appropriate counselor.

POWER OF ATTORNEY/GUARDIANSHIP

- Request and receive Power of Attorney (POA) forms and Guardianship papers. Review for Signature Verification form. Send for completion, if necessary. Forward both POA and Guardianship papers to Legal Division with cover memo—indicating reason for review. Scan cover memo and change requested to proper category in DAWPM. Follow up on POA approvals to ensure requested changes are made to member's account.

HEALTH CARE CHANGE FORMS

- Receive and review Health Care Change forms for accuracy and completeness. Contact annuitant for any additional information necessary to process changes. Send originals to Pennsylvania Employees Benefit Trust Fund (PEBTF) with any additional attachments. Scan and index form to Health Care Technician in Central Office using DAWPM. Answer questions regarding changes and follow up with PEBTF concerning non-receipt of medical cards and problems with coverage. Explain changes in medical coverage when annuitant becomes Medicare eligible. Maintain an updated PEBTF manual for reference.

PHONE SYSTEM

- Serve as coordinator for voice operated mail system to include scripting, recording, and retrieving messages. Serve as primary operator in the Regional Counseling Center.

GENERAL

- Comply with agency policies regarding transaction reporting
- Perform other office related duties as needed.

DECISION MAKING

Normal work assignments are completed independently. Supervisor will occasionally assign special project assignments and review work.

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 (PWOE)
 - You must have or have held regular civil service status in one of the following classifications:

- Clerk Typist 2 (00220)
- 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. 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.

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

Position #I-2017-09981
CLERK TYPIST 3
KM

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

jobs@pa.gov

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