

COMMONWEALTH OF PENNSYLVANIA
invites applications for:



Retirement Technician Trainee

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

SALARY: \$33,663.00 - \$50,230.00 Annually

JOB TYPE: Civil Service Permanent Full-Time

DEPARTMENT: State Employees' Retirement System

LOCATION: Dauphin County

OPENING DATE: 07/23/18

CLOSING DATE: 08/06/18 11:59 PM

JOB CODE: 09551

POSITION NUMBER: 00021957

UNION: AFSCME Master Agreement

BARGAINING UNIT: A1

PAY GROUP: ST04

BUREAU/DIVISION CODE: 2320

BUREAU/DIVISION: Membership Services Division

WORKSITE ADDRESS: 30 North Third Street

CITY: Harrisburg, PA

ZIP CODE: 17101

CONTACT NAME: Jim Ditty

CONTACT PHONE: 717.237.0395

CONTACT EMAIL: jameditty@pa.gov

THE POSITION:



GENERAL INFORMATION

This opportunity has been posted to both the internal job postings [page](#) and the commonwealth's main employment [page](#). If you are a current or former commonwealth employee, you may want to apply to both the internal posting (bid) and external posting (civil service list).

Work Hours: 8:00 am – 4:30 pm with one-hour meal period preferred

A work schedule beginning and ending between 7:30 a.m. – 5:00 p.m. inclusive with a half hour or one-hour meal period will be considered dependent on operational requirements. The requested work schedule may not end prior to 4:00 p.m.

Supervisor: Bryan Christensen, Retirement Technician Supervisor

POSITION PURPOSE

This position is located in the Service Purchase Unit work unit of SERS-Membership Services Division with responsibility for certification, recertification, and/or reinstatement of service for SERS members with prior state service; intervening, non-intervening, and/or USERRA military service; out-of-state service; and/or multiple service.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS

- Process purchase of service actions consistent Retirement Code and other applicable rules/regulations
- Perform/verify basic mathematical calculations (add, subtract, divide, multiply) using a computer/spreadsheet/adding machine/calculator
- Compile and evaluate information
- Enter data, scan documents to, and upload information to SERIS and DAWPM
- Operate and use office equipment – e.g. computer, telephone, multifunction machine, copier, fax, scanner, etc.
- Organize, file, and maintain information both electronically and in hardcopy
- Use job-required software, applications, systems, and sites – e.g. Outlook, Word, Excel, SAP, DAWPM, SERIS, legacy systems (PET), etc.
- Adapt to fluctuating workloads and priorities
- Communicate clearly and effectively both oral and written and maintain effective working relationships

RESPONSIBILITIES

NOTE: An individual working at the Retirement Technician Trainee level will participate in a one-year training program to learn position responsibilities. After successful completion of the training period, the employee will be promoted to Retirement Technician and become fully responsible for the duties listed below.

Audit each member's record to identify and correct any errors in contribution rates, birth dates, entry dates and categories of membership. Compute the years of credited service for future benefit calculations with SERS.

Receive Requests for Cost Statements (SERS-131) and related correspondence. Obtain information from SAP, CMIC Payroll History screens, members' employment history, OA-920 cards (Employee Earnings Record), Service and Salary Records, and any applicable computer printouts. Evaluate data received from members and/or agencies. Verify information retained on SERS' records and computerized files and determine eligibility for creditable service.

Prepare "Computation of Arrears Liability" worksheet, calculate costs and prepare Invoices of Amount Due by using the Service Purchase Program through SERIS.

Request Account Adjustments to correct credited service in each membership class and category. This includes demographic information, such as name, sex code, contribution rate, entry date, birth date, retirement coverage code, category code, and membership class. Compute non-covered earnings, if applicable, and correct quarterly earnings, if required.

Review and verify for accuracy and correctness, the "Computation of Arrears Liability" worksheets and Data Input completed by other technicians. Correct errors found by other technicians.

Distribute documents and related information to appropriate SERS divisions, agency personnel and/or payroll offices, and SERS members.

Prepare appropriate correspondence to SERS field offices, agencies, and members, as required.

Contact agency personnel offices, SERS field offices, payroll offices, SERS members, and the general public by telephone or email as required. Answer incoming calls relative to service purchase requests and general information specific to the Membership Services Division.

Maintain records on completed work and prepare a report for the supervisor's review at the end of each month.

Assist with projects resulting from legislative action as it pertains to verification of member salary, service, historical data, longevity, and potential present and future benefits.

Pull cases to work by priority cases first then in the order that they were received in the Document Processing System (DAWPM), oldest cases first.

Respect confidentiality in regard to personal, financial, and other personal information.

Assist with on-the-job training for Retirement Technician Trainees.

Perform other job related duties as required.

DECISION MAKING

Work is performed under the general guidance of a supervisor. To perform position duties, the technician must be familiar with the terms and techniques of automated processing systems and have a thorough knowledge of the Retirement Code and the rules and regulations as they pertain to membership eligibility, creditable State/nonstate service, elections of certain optional features of the retirement program, and benefits.

The technician is responsible for processing cases of varying difficulty levels and managing personal workload to meet expectations of processing quantity and quality. Employee is expected to apply judgment and problem solving skills, referencing appropriate job aids, processes, and policies, to complete cases, all of which differ slightly from one another.

Technician verifies processing actions completed by a coworker to identify discrepancies between personal calculations and those of the coworker. Technician collaborates with coworker - referencing information in job aids, processes, policies, and systems – to resolve differences. When technician and coworker are unable to resolve a discrepancy, the issue is escalated to the supervisor for resolution.

NOTE: An individual at the Retirement Technician Trainee level works under the close direction of the supervisor. Retirement Technician Trainees are expected to demonstrate continued progress and mastery of concepts and perform tasks with increasing independence as the training year progresses.

REQUIRED EXPERIENCE, TRAINING & ELIGIBILITY:

MINIMUM EXPERIENCE AND TRAINING

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

Three years of experience in advanced clerical or technical work which includes or is supplemented by either one year of experience applying basic computer skills and techniques or three (3) credits in computer basics and techniques; **or** Associate Degree that includes or is supplemented by three (3) credits of computer basics and techniques; **or** Any equivalent combination of education, experience, and training which includes one year of advanced clerical or technical work applying basic computer skills and techniques or three (3) credits of computer basics and techniques.

PA RESIDENCY

Pennsylvania residence 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.

- Civil Service Lists
- Reinstatement
- Transfer
- Reassignment
- Voluntary Demotion
- Promotion Without Exam (PWOE)
 - Promotion provisions are subject to the collective bargaining agreement or memorandum of understanding
 - You must have or have held regular civil service status in one of the following classifications:
 - Clerk 2 (00120)

- Clerk Typist 2 (00220)
- Clerk Stenographer 2 (00420)
- Data Analyst 1 (01310)
- 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.

- Resume
- Employee performance review: most recent regular or probationary review or indicate that one is not available
- 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-2018-14867
RETIREMENT TECHNICIAN TRAINEE
JD

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

jobs@pa.gov

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