

COMMONWEALTH OF PENNSYLVANIA
invites applications for:



SERS Regional Manager - SERS Employees Only

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

SALARY: \$54,690.00 - \$83,052.00 Annually
JOB TYPE: Civil Service Permanent Full-Time
DEPARTMENT: State Employees' Retirement System
LOCATION: Lycoming County
OPENING DATE: 02/16/18
CLOSING DATE: 02/23/18 11:59 PM
JOB CODE: 09503
POSITION NUMBER: TBD
UNION: Management
BARGAINING UNIT: A3
PAY GROUP: ST08
BUREAU/DIVISION CODE: 2210
BUREAU/DIVISION: Montoursville Regional Counseling Center
WORKSITE ADDRESS: 93 Pierce Lane
CITY: Montoursville, PA
ZIP CODE: 17754
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 in the State Employees' Retirement System, Montoursville Regional Counseling Center

- **Position:** This is not an existing vacant position on the agency's complement. When filling this position, we will use the selected candidate's position number to fill the job. The successful candidate's former job title will not be back filled.
- **Work Hours:** 8:00 a.m. - 4:30 p.m. with a one hour lunch
- **Supervisor:** David Tarsi, Bureau of Member Services Director
- **Financial Disclosure:** The individual appointed to this position will be required to disclose financial information consistent with provisions of the Public Official and Employee Ethics Act and the Governor's Code of Conduct.

POSITION PURPOSE

Managing the operation and personnel of a SERS regional field office.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS

1. Perform the full range of supervisory functions including, assignment of work, training, performance management, and time management
2. Prepare the Regional Counseling Center budget
3. Calculate judicial estimates, conduct counseling sessions, complete member signings
4. Calculate divorce valuations and domestic relation order (DRO) estimates
5. Counsel divorcing / divorced members
6. Adapt to fluctuating workloads and priorities
7. Operate and use standard office equipment such as computer, multi-function machine, phone, fax, copier, scanner, etc.
8. Use job-required software, applications, and websites - e.g. Microsoft Office, SERIS, DAWPM, etc.
9. Travel to attend meetings and to conduct individual and group counseling sessions

RESPONSIBILITIES

Responsible for selecting and managing all office personnel. Counselor and clerical staff members will be hired in coordination with the approval of the Director of the Bureau of Member Services. Function requires knowledge of Personnel Management Systems and Civil Service selection processes.

Performs performance evaluations for all clerical and counselor staff. Individuals to be rated range from the SERS Retirement Counselor to the Clerk Typist 3 levels. Inherent to this process is the establishment of performance objectives, monitoring of activities through estimate checks and audits, and counseling staff members on a seminannual basis or continuously as needed.

Prepares a budget for the Regional Counseling Center and submits as part of the Bureau's overall budget.

Monitors the financial position of the office to insure financial integrity within established budget limitations. Prepares an annual statement projected expenses for the next fiscal year.

Determines the need for extra hours by reviewing the pending and anticipated workloads and submits necessary documentation to the Bureau Director to obtain approvals.

Ensure that group informational programs are conducted according to need and type. Conducts Group Information Programs.

Calculates various types of retirement estimates and provides retirement counseling to members.

SERS Regional Manager is solely responsible for the calculating of Judicial estimates, counseling and signings.

Calculates various types of divorce valuations and DRO estimates and counsels divorcing/divorced members as required.

Requires a working knowledge of Pennsylvania divorce law and how it applies to SERS accounts.

Develop, monitor and adjust, as needed, the counselor assignments to the various agencies within the region as well as their agency visitation schedules. Must continue to be cognizant of parity of workload between the counselors.

Travel is required throughout the Regional Counseling Center geographical area and out of area as required to attend meetings, workshops, etc.

Provides technical and day to day operational training to new retirement counselor trainees. Monitors and reviews training provided to administrative assistant and clerical staff.

Provides technical assistance and review to staff regarding policies, procedures and calculation methods when unusual or difficult cases or questions are presented. Seeks assistance from central office to find answers.

Reviews the estimates and counseling of individuals on a random basis to insure proper and complete counseling is occurring.

Monitors survivor and beneficiary assistance programs. Ensure proper individuals are contacted, timely processing of all necessary documents occurs.

Provides death benefit counseling to survivors and beneficiary(ies) of SERS as needed.

Briefs office staff on changes in procedures or policy to insure implementation.

Reviews internal office policy and procedures to ensure compliance with bureau, agency and commonwealth standards.

Responds within established time standards to all correspondence and requested reports.

Addresses groups of members (either active or retired) concerning retirement-related activities. Serves as resource speaker to various groups and organizations as needed.

Functions as SERS contact/liaison for numerous external agencies, professional companies, lawyers, etc., and provides instruction to them.

Represents SERS' as an expert witness in divorce hearings, depositions and/or other retirement-related legal proceedings.

Meets with Human Resource Managers of agencies within the region annually for purposes of coordination.

Ensures that all Commonwealth Directives and Agencies policies are adhered to with regarding to personnel policies in matters of submission of reports, hiring, interviewing, etc.

Complies with agency policies regarding transaction reporting.

Employees in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements.

Performs the full range of supervisory functions.

Performs other duties as required.

DECISION MAKING

This position is afforded great independence under normal operations. Work is assigned through normal operations except assignments which are generated by the Director, Bureau of Member Services. Standards are developed by the Director, Bureau of Member Services. Standards are reviewed quarterly and adjustments made accordingly. Work is reviewed through submission of monthly activity reports, announced and unannounced visits and surveys of active and retired members.

REQUIRED EXPERIENCE, TRAINING & ELIGIBILITY:

MINIMUM EXPERIENCE AND TRAINING

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

Two years as a SERS Retirement Counselor; or Two years of professional experience in a public pension or retirement system or in a related occupational field either in a supervisory staff position or in a position providing counseling services or informational services related to retirement benefits; and a bachelor's degree; or Any equivalent combination of experience and training which included one year of supervisory experience in a public pension or retirement system or a related occupational field.

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. Promotion without Exam (PWOE)
 - You must have or have held regular civil service status in one of the following classifications:
 - SERS Retirement Counselor (09502)
 - 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 SERS-Montoursville Regional Counseling Center.

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.

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-2018-11630
SERS REGIONAL MANAGER - SERS EMPLOYEES ONLY
KM

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

jobs@pa.gov

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