

PENSION SPECIALIST SENIOR

(Employes' Retirement System)

THE PURPOSE: Responsible for the day-to-day interaction and communication of benefits and other Employes' Retirement System (ERS) programs to members, employers, and other affected personnel. Resolves member questions, complaints, and requests, which may involve some interpretation based on knowledge of ERS, its benefit programs, and its governing ordinances.

ESSENTIAL FUNCTIONS:

- Process applications for pension benefits. Perform calculations of members' estimated and final benefits, including lump sum withdrawals, ongoing benefits, and death benefits. Verify accuracy of information used in calculations
- Research and seek resolution of problems.
- Answer members' questions regarding benefit calculations and generate changes as required.
- Prepare written benefit communication materials for members, employers, senior management, City staff, sub-committees, and the ERS Board.
- Counsel members regarding eligibility and coverage.
- Maintain records and follow up with members as to the status of their requests or problems.
- Prepare reports for management, the ERS Board, and other staff.
- Recommend changes in processes and procedures to improve efficiency of process.
- Provide backup coverage for other Pension Specialists when needed.
- May be called upon to conduct training programs on benefits.
- Perform other duties as assigned.

MINIMUM REQUIREMENTS:

1. A Bachelor's Degree in Administration, Business, Communication or associated field of study from an accredited college or university.
2. One year of professional level experience in human resources or benefits, preferably retirement benefits.
NOTE: Equivalent combinations of education and experience may also be considered.
3. Residency in the City of Milwaukee within six months of appointment.

KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS REQUIRED:

- Knowledge of benefits administration and pension programs, laws, and ordinances.
- Ability to perform accounting functions.
- Ability to understand and perform mathematical calculations.
- Skill in developing and maintaining effective interpersonal relationships. Empathetic and customer-service oriented.
- Excellent oral communication skills, both one-on-one and before a group.
- Ability to communicate effectively in writing.
- Computer knowledge, including familiarity with the Microsoft Office suite, particularly Excel.
- Ability to compile statistics and generate reports.
- Well-organized and detail-oriented.
- Self-directed.
- Honest.
- Willingness to participate in a series of seminars offered by the International Foundation of Employee Benefit Plans and paid for by ERS.

CURRENT SALARY RANGE IS (3): \$39,847.60-\$55,783.26 annually with excellent benefits.