



**DISTRICT OF COLUMBIA RETIREMENT BOARD  
Position Vacancy Announcement**

ANNOUNCEMENT NO: 20130820	POSITION: <b>Quality, Compliance, &amp; Projects Analyst</b>
OPENING DATE: August 20, 2013	CLOSING DATE: <b>Open Until Filled</b>
TOUR OF DUTY: 8:30 a.m.-5:00 p.m., Monday-Friday	STARTING RANGE: <b>\$65,120 - \$81,400 DOQ (Grade 8)</b> <b>(Career Service) Entire Range: \$65,120 - \$100,610</b>
LOCATION: 900 7 <sup>th</sup> Street, NW, 2 <sup>nd</sup> Floor Washington, DC 20001	AREA OF CONSIDERATION: Open to all applicants
NUMBER OF VACANCIES: One (1)	TYPE OF APPOINTMENT: Probationary to Regular

This position is **NOT** in a collective bargaining unit.

**\*\*\* Successful pre-employment criminal, financial, educational and certification background check required \*\*\***

**ABOUT THE D.C. RETIREMENT BOARD:** The District of Columbia Retirement Board is an independent agency of the District of Columbia Government. Our mission is to manage and control the assets of the D.C. Police Officers' and Firefighters' Retirement Plan and the D.C. Teachers' Retirement Plans as well as to administer benefits for the members of the plans.

### **POSITION SUMMARY**

The Quality, Compliance, & Projects Analyst performs duties that require competency and experience in the areas of risk management, business and operational processes, internal control design and implementation, internal/external auditing of both process and data, reporting, and regulatory compliance. This position is responsible for both creating an effective structure to monitor Benefits Department processes and the tools used by the Quality, Compliance, & Projects Unit. In addition, this position will deliver training on business process execution and the development and monitoring of measurements for other units within the Benefits Department while managing all projects that touch Benefits processes. This position is responsible for proposing and assisting in the creation and implementation of policies that comply with DC and Federal regulatory information.

### **PRIMARY RESPONSIBILITIES**

1. In conjunction with the Quality Manager, design and implement the structure to monitor units within the Benefits department.
  - a. propose the rules and procedures for making decisions,
  - b. provide the structure through which the compliance objectives are set,
  - c. provide a means of achieving the set objectives,
  - d. monitor and report the department's performance against the set objectives.
2. Compliance of District and Federal regulations.
  - a. make recommendations on the creation and implementation of departmental policies, standards, and procedures to comply with applicable regulations and DCRB's fiduciary liability,
  - b. ensure the organization achieves and maintains government compliance,
  - c. maintain open lines of communication with all relevant decision makers and stakeholders to keep all parties informed of regulatory changes,
  - d. remain current with industry audit and internal control practices,
  - e. perform the second level review of benefit cases processed (including estimates and final calculations), post-retirement benefit changes, and member refunds,
  - f. perform sample quality control reviews of imaged documents, random sample reviews of member/annuitant interactions with the Benefits Services and Retirement Services units (calls and/or written communications), and other post-retirement benefit changes including health/life, direct deposit, address/phone/email, beneficiary, tax and other related changes.

3. Project Management and Reporting
  - a. through the direction and assignment by the manager, performs project management coordination and execution for the Benefits Department, including project set-up, tracking, follow-up communications, and status reporting.
4. Quality Improvement
  - a. analyze objectives and/or interpret policy or code to determine the effect on the plans the agency administers,
  - b. proposes communications strategy to fully inform plan participants and all stakeholders,
  - c. assists the Manager, Quality, Compliance, & Projects with training support efforts for the Benefits administration staff to ensure compliance through monitoring and revising established processes and procedures,
  - d. assist with integrating new legislation into the administration process, by drafting interpretation, developing an implementation plan, instructing staff of the changes,
  - e. assists the Manager, Quality, Compliance, & Projects with the coordination of and responses related to internal (DCRB) and external (Treasury) audit activities.
5. Other duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Uses considerable judgment and insight to interpret the intent of new or revised policy, guidelines, and practices for specific areas of work.
- The ability to digest large, complex volumes of information, summarizes, and synthesizes that large volume of information for wide dissemination.
- Excellent communications skills (verbal and written), including the ability to write clearly and succinctly in a variety of settings and styles.
- Incorporates risk-aware thinking into every action the unit undertakes.
- Ability to manage multiple projects simultaneously with strong results/goal orientation.
- Excellent project management and attention to detail skills.
- Expert proficiency in math and analytical skills.
- Ability to proactively address issues and present solutions.
- Ability to use rigorous logic and methods to solve difficult problems with effective solutions.
- Advanced knowledge of computer software; such as MS Project, Excel including applications, PeopleSoft and STAR and services related to pension administration and office automation.
- Knowledge of auditing principles to ensure accuracy of data.
- Knowledge of and/or the ability to comprehend plan provisions and legislative enactments as applicable.
- Understanding of customer service techniques and etiquette.

### **BEHAVIORAL COMPETENCIES**

#### **Communication**

- Ability to present information, recommendations, and data adjusting the delivery geared for the intended audience, management, and/or staff.

#### **Compliance**

- Develops effective process controls and audit tools to ensure accuracy of data; whenever possible, utilize available technology to automate data comparisons.
- Performs quality control reviews for annuity payments/related information and interdepartmental processes.
- Monitors and revises existing processes, procedures, and documentation internal to the Benefits Department for operational effectiveness and compliance.

#### **Problem Solving**

- Functions as a “go to” resource for staff engaged in the calculation, reconciliation, control, and payment of monthly pension benefits.

#### **Project Management**

- Ability to train and adapt training to staff at varying levels of knowledge.
- Identifies the need for and may conduct technical training as appropriate.
- Provides guidance and instruction to Benefits department staff regarding procedures for properly documenting and reporting benefits administration transactions.
- Maintains personal knowledge of policies related to pension administration and retirement processing.

**Reporting**

- Monitors effectiveness, maintains monthly records and reports quality assurance and performance metrics.

**Team Work**

- Ability to work closely with others as part of a team while being able to take full responsibility for a task.
- Ability to build positive working relationships with a diverse group of people both internally with the Benefits Department and other DCRB departments and externally with collaborating agencies.
- Displays a helpful demeanor when providing guidance and/or education to Benefits staff.
- Displays a team player and positive attitude.

**QUALIFICATIONS**

- Bachelor's degree in Business Administration, Mathematics, Human Resources, or related field.
- Retirement Plans Associate (RPA) or other retirement industry certification preferred.
- Any combination of the above education and experience qualifications that demonstrate ability to perform the work will be considered.
- Six to seven years of pension/benefits industry or equivalent work experience in a similar position.
- Retirement Plans Associate (RPA) or other relevant retirement benefits certificate preferred.
- Project Management Professional (PMP), (CAPM) or other relevant project management certificate preferred.

**WORKING CONDITIONS**

- Normal office environment

**COMPENSATION LEVEL:** Grade 8

*This job description indicates the general nature and level of work being performed by employees in this job. It is not intended to be an exhaustive list of all tasks, duties, and qualifications of employees assigned to this job. Incumbents may be asked to perform other duties as required.*

**HOW TO APPLY:**

Applicants must submit a completed DC2000 Employment Application, letter of interest discussing eligibility and qualifications, and resume.

The DC2000 Employment Application is available at <http://www.dchr.dc.gov/> under "Forms and Applications" in the Information section.

Applicants claiming Veterans Preference must submit official proof with application.

All educational and experience requirements used to determine eligibility for this position must be officially verified at the time of appointment. No offer of employment will be deemed fulfilled without such verification(s).

**WHERE TO APPLY: Submit application materials to:**

**HR Director  
DC Retirement Board  
900 7<sup>th</sup> Street NW, 2<sup>nd</sup> floor  
Washington, DC 20001**

**Or fax materials to:**

**(202) 566-5000  
Attention: HR Director**

**Or e-mail materials to:**

[dcrb.vacancies@dc.gov](mailto:dcrb.vacancies@dc.gov)

**NOTE: It is imperative that all information on the DC2000, resume and supporting documents be both accurate and truthful and is subject to verification. Misrepresentations of any kind may be grounds for disqualification for this position or termination.**

**NOTICE OF NON-DISCRIMINATION:** In accordance with the DC Human Rights Act of 1977, as amended, DC Official Code, §2-1401.01, et seq. (Act), the District of Columbia Public Schools does not discriminate in its programs and activities on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family status, family responsibilities, matriculation, political affiliation, disability, source of income or place of residence or business. Sexual harassment is a form of sex discrimination, which is prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

**NOTICE OF BACKGROUND INVESTIGATION AND PENALTIES FOR FALSE STATEMENTS:** An offer of employment with the DCRB is contingent upon the completion and satisfactory result of a criminal, education and financial background investigation conducted by the DCRB or authorized agent prior to commencement of duty. In addition, an offer of employment for a position with specified education and certification qualification requirement(s) is contingent upon the completion and satisfactory result of an educational and/or certification background investigation conducted by the DCRB or authorized agent prior to commencement of duty (Pursuant to DCRB Policy No. DCRB-09-1-01).

Applicant understands that a false statement on any part of your application, including materials submitted with the application, may be grounds for not hiring you, or for firing you after you begin work (D.C. Official Code, section 1-616.51 et seq.) (2001). Applicant understands that the making of a false statement on the application or on materials submitted with the application is punishable by criminal penalties pursuant to D.C. Official Code, section 22-2405 et seq. (2001).

**DRUG-FREE WORK PLACE ACT OF 1988:** "PURSUANT TO THE REQUIREMENTS OF THE DRUG-FREE WORKPLACE ACT OF 1988, THE INDIVIDUAL SELECTED TO FILL THIS POSITION WILL, AS A CONDITION OF EMPLOYMENT, BE REQUIRED TO NOTIFY HIS OR HER IMMEDIATE SUPERVISOR, IN WRITING, NO LATER THAN FIVE (5) DAYS AFTER CONVICTION OF OR A PLEA OF GUILTY TO A VIOLATION OF ANY CRIMINAL DRUG STATUTE OCCURRING IN THE WORKPLACE."



**OFFICIAL JOB OFFERS ARE MADE ONLY BY THE DCRB HUMAN RESOURCES**

