



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

<b>ANNOUNCEMENT NO:</b> 20240728	<b>POSITION:</b> Quality Compliance & Projects Analyst
<b>OPENING DATE:</b> July 28, 2025	<b>CLOSING DATE:</b> Open Until Filled
<b>TOUR OF DUTY:</b> 8:30 a.m. – 5:00 p.m. Monday - Friday	<b>ENTIRE RANGE:</b> \$81,941 -- \$130,852 DOQ (Grade 8)
<b>LOCATION:</b> 900 7 <sup>th</sup> Street, NW, 2 <sup>nd</sup> Floor Washington, DC 20001	<b>AREA OF CONSIDERATION:</b> Open to all applicants
<b>NUMBER OF VACANCIES:</b> One (1)	<b>TYPE OF APPOINTMENT:</b> Career Service <i>Probationary to Regular</i>

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

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

**ABOUT THE DISTRICT OF COLUMBIA RETIREMENT BOARD:** The District of Columbia Retirement Board (DCRB) 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 Fund and the D.C. Teachers' Retirement Fund as well as to administer benefits for the members of the of the D.C. Police Officers' and Firefighters' Retirement Plan and the D.C. Teachers' Retirement Plan.

**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, as well as the tools used by the Quality, Compliance, & Projects Unit. In addition, this position will deliver training on business-process execution and will develop and monitor 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.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *(Duties that occupy a major portion of time and importance of the job)*

1. Compliance with District and Federal Regulations—

- Perform second-level reviews of benefit cases processed (including estimates and final calculations), post-retirement benefit changes, and member refunds;
- Perform sample quality control reviews of: imaged documents; member/annuitant interactions with the Member 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;

- Make recommendations on the creation and implementation of departmental policies, standards, and procedures to comply with applicable regulations and DCRB's fiduciary liability;
  - Ensure the organization achieves and maintains government compliance;
  - Maintain open lines of communication with all relevant decision makers and stakeholders to keep all parties informed of regulatory changes;
  - Remain current with industry audit and internal control practices.
2. Project Management and Reporting—
- Through the direction and assignment by the manager, perform project management coordination and execution for the Benefits Department, including project set-up, tracking, follow-up communications, and status reporting.
  - Monitor effectiveness and, maintain monthly records and reports quality assurance and performance metrics.
3. Quality Improvement—
- Analyze objectives and/or interpret policy or code to determine the effect on the plans the agency administers;
  - Propose communications strategy to fully inform plan participants and all stakeholders;
  - Assist the Quality, Compliance, & Projects unit manager with training support efforts for the Benefits administration staff, to ensure compliance through monitoring and revising established processes and procedures;
  - Assist with integrating new legislation into the administration process by drafting interpretation, developing an implementation plan, and instructing staff of the changes;
  - Assist the Quality, Compliance, & Projects unit manager with coordinating and responding to internal (DCRB) and external (Treasury) audit activities.
  - Monitor and revise existing processes, procedures, and documentation internal to the Benefits Department for operational effectiveness and compliance.
  - Provide guidance and instruction to Benefits department staff regarding procedures for properly documenting and reporting benefits administration transactions.
4. Other duties as assigned.

### **FUNCTIONAL COMPETENCIES**

- Ability to use judgment and insight to interpret the intent of new or revised policy, guidelines, and practices for specific areas of work.
- Ability to process large, complex volumes of information and to summarize and synthesize that information for wide dissemination.
- Excellent communication skills (verbal and written), including the ability to write clearly and succinctly in a variety of settings and styles.
- Ability to proactively address issues and present solutions, and to incorporate 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.
- Expert proficiency in math and analytical skills.

- 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 (*the System to Administer Retirement, an automated pension/payroll system*), as well as services related to pension administration and office automation.
- Knowledge of auditing principles to ensure accuracy of data.
- Knowledge of and/or ability to comprehend plan provisions and legislative enactments, as applicable.
- Ability to work closely with others as part of a team, while also being able to take full responsibility for given tasks.
- Ability to build positive working relationships with a diverse group of people, within Benefits and other DCRB departments, as well as with collaborating agencies.

### **REQUIRED EDUCATION & PROFESSIONAL CERTIFICATIONS**

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

### **JOB EXPERIENCE (YEARS & TYPE)**

- Six (6) to seven (7) years of pension/benefits industry or equivalent work experience in a similar position.

*This job description describes the general nature and level of work being performed by the individual(s) assigned to this position. It is not intended to be an exhaustive list of all tasks, duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

### **WORKING CONDITIONS**

- Normal office environment

**RANKING FACTORS:** NONE

### **EQUAL EMPLOYMENT OPPORTUNITY**

DCRB is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss potential accommodations with the employer.

**HOW TO APPLY:** Applicants must submit a completed District of Columbia Employment Application (DC2000), letter of interest discussing eligibility and qualifications, and resume. The DC2000 Employment Application is available as a fillable file document on the "Working at DCRB" page on DCRB's website. You may view the page here: <http://dcrb.dc.gov/service/working-dcrb>  
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:** Via e-mail 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 Retirement Board (DCRB) 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 WORKPLACE 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 STATUE OCCURRING IN THE WORKPLACE."



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

