



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

<b>ANNOUNCEMENT NO:</b> 20150325	<b>POSITION:</b> MANAGER, Quality, Compliance, & Projects
<b>OPENING DATE:</b> March 25, 2015	<b>CLOSING DATE:</b> Open Until Filled
<b>TOUR OF DUTY:</b> 8:30 a.m. – 5:00 p.m., Monday - Friday	<b>STARTING RANGE:</b> \$74,800 – 93,500 DOQ (Grade 9) (Career Service); <b>Entire Range:</b> \$43,560 - \$115,566
<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> Probationary to Regular
<u>This position is NOT in a collective bargaining unit.</u>	

**\*\*\* 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:**

Under the direction of the Chief Benefits Officer, the Manager of the Quality, Compliance, & Projects (QCP) unit is responsible for general administrative direction and coordination of activities for the Quality, Compliance, & Projects unit within the Benefits Department.

The QCP manager performs duties that require competency and experience in developing, executing, and monitoring quality standards for all benefit payment business processes. These processes include risk management, business and operational process management, oversight of internal/external audit processes and, reporting at the department, unit, and individual level.

This position directs and manages projects relative to the operational compliance of the Benefits Department to ensure that benefit payments are calculated correctly and efficiently. The QCP manager also coordinates with DCRB's Legal group to ensure that Benefits payments are in compliance with all statutory requirements. Additionally, the QCP manager offers recommendations to improve Benefits operations and participates by leading process improvement teams, from design, implementation, and post-implementation review.

**PRIMARY RESPONSIBILITIES:**

1. Functional, Technical and Process Leadership
  - a. manages and monitors the design, development and implementation of business policies, procedures, and processes for quality improvements, operational compliance, and related project reporting for the Benefits Department.
  - b. oversees the development of the business rules and procedures for making benefit payment decisions and submits recommendations to Benefits managers for acceptance to implement.
  - c. reviews the proposed structure and functions carried out within benefits units through which the operational compliance objectives are set.
  - d. provides the best methodology and technical solutions to achieve the set objectives.

- e. provides business guidance for the Benefits managers and the Chief Benefits Officer on matters relating to operational compliance.

## 2. Operational Compliance

- a. ensures that large, irregular and exceptional type transactions have been thoroughly reviewed by performing a third level approval of calculations.
- b. ensures that business processes for benefit payments are in compliance with Plan provisions and governing authorities.
- c. ensures that reporting is developed to protect the agency from non-compliance practices and audits.
- d. collaborates with other internal and external departments (e.g., Finance, Technology, the US Treasury) to direct operational compliance issues through a process that satisfies resolution for those departments.
- e. consults with DCRB's Chief Benefits Officer to resolve difficult operational compliance issues.
- f. evaluates the Quality, Compliance, & Projects staffs' recommendations for new systems, methods, projects, or programs to support efficient operations.
- g. evaluates internal payment system controls and makes recommendations on mitigating audit findings.
- h. Verifies process improvements previously recommended and implemented to determine continuous benefits are derived.

## 3. Project Management

- a. creates and executes routine unit project work plans and revises as appropriate to meet changing needs and requirements.
- b. identifies resources needed and assigns individual responsibilities.
- c. reviews and comments on deliverables prepared by team.
- d. minimizes exposure and risk on projects.
- e. facilitates project team and department meetings effectively.
- f. maintains open lines of communication with all relevant decision makers and stakeholders to keep all parties informed of business process and policy changes resulting from project impact.
- g. for cross-departmental or agency-wide projects, updates data management tools and works with the Chief Benefits Officer, to ensure that DCRB senior leadership are involved and can make decisions in appropriate fashion.

## 4. Quality Improvement and Training

- a. participates in the assessment of learning needs of the Benefits staff and provides training in critical areas of operation needs either directly or by coordinating other training resources.
- b. oversees work performed by the Quality, Compliance, & Projects Specialists and the Quality, Compliance, & Projects Analysts to ensure benefit payment calculations are reviewed thoroughly and timely and work loads are adequately assigned.
- c. manages the audit process for internal and external auditors as it relates to financial and compliance audits.
- d. manages the review and approval processes of benefit payment transactions as it relates to:
  - i. annuitant processing online and off-cycle payments;
  - ii. health and life benefit deductions and refunds,
  - iii. contribution refund processes for terminated vested and non -vested members,
  - iv. purchase of service eligibility determinations, calculated estimates, and receipts,
  - v. final pension benefit calculations,
  - vi. post-retirement benefit changes to ensure accuracy of data and calculation

5. Reporting
  - a. Develops, implements, oversees, and delivers the management reporting process for the Quality, Compliance, & Projects Unit, as well as the overall Benefits Department data statistics for case-level processing.
  - b. Coaches other unit team leads to develop their units' reporting to incorporate into the department's monthly reporting process.
6. Continuous Process Improvement
  - a. provides Chief Benefits Officer regular performance reports.
  - b. anticipates issues that may cause resource restrictions, and provides the Chief Benefits Officer with recommendations to mitigate these issues.
  - c. provides Chief Benefits Officer with recommendations for making improvements to Benefits processes.
7. Other duties as assigned.

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

- Strong verbal and written communication skills demonstrated in both general business and compliance related matters.
- Advanced knowledge of governmental defined benefit retirement plans and operations.
- Advanced knowledge of pension information systems (e.g., PeopleSoft, STAR, and MS Office) and their interfaces with payroll operations, human resources administration, and information technology systems.
- Strong critical thinking and analytical skills.
- Operational leadership and management skills, including providing supervision and direction to staff.
- Excellent interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to thrive in a changing environment and deal constructively with ambiguity.
- Advanced skill in organizing resources and establishing priorities, including strong project management and organizational skills.
- Excellent communication skills including the ability to write and speak clearly and succinctly in a variety of communication settings and styles.
- Advanced proficiency in math and analytical skills.

#### **BEHAVIORAL COMPETENCIES:**

##### ***Supervision/Leadership***

- Clearly establishes and communicates expectations and accountabilities; monitors and evaluates performance; provides effective feedback and coaching; identifies development needs and helps quality and compliance staff achieve optimal performance and gain valuable skills that will translate into strong performance in future roles.
- Oversees, coordinates, and coaches the quality and compliance staff, to identify, evaluate, and establish or enhance appropriate internal controls for their assigned work.
- Provides guidance to Benefits senior managers and team leads related to technical matters, and operational problems in the absence of the Chief Benefits Officer.

##### ***Political Awareness***

- Works with the Chief Benefits Officer and legal staff to identify legislative and regulatory proposals that influence Benefits Administration/operational activities.

##### ***Compliance***

- Oversees and coordinates all benefits administration procedures and the documentation of processes in accordance with operational compliance of the Plans.

- Develops effective process controls and audit tools to ensure accuracy of data and benefit payments; whenever possible, utilize available technology to automate data comparisons.
- Develops and manages the oversight process of the performance metrics for service delivery for the Quality, Compliance & Projects Unit.

**Project Management and Analysis**

- Provides analytical support to the Chief Benefits Officer related to the preparation of materials for the Benefits Committee and Board meetings.
- Provides guidance and instruction to Benefits Department managers and staff regarding procedures for properly documenting and reporting benefits administration transactions.

**QUALIFICATIONS:**

- Bachelor's degree (Master's degree is a plus), preferably in business administration, public administration, human resources, or related field.
- Five or more years of quality/compliance experience preferred.
- Eight to nine years of pension/benefits industry or equivalent work experience in a similar position, preferably in the administration of public defined benefit pension plans.
- Three to five years of prior supervisory experience preferred.
- 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 9

*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.*

**RANKING FACTORS:** NONE

**HOW TO APPLY:** Applicants must submit a completed DC2000 Employment Application form, 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).

<b>WHERE TO APPLY:</b>	<b>Via U.S. Mail to:</b>	HR Director DC Retirement Board 900 7 <sup>th</sup> Street NW, 2 <sup>nd</sup> floor Washington, DC 20001
	<b>Via Fax to:</b>	(202) 343-3302 Attention: HR Director
	<b>Via Email to:</b>	<a href="mailto:dcrb.vacancies@dc.gov">dcrb.vacancies@dc.gov</a>

**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

