



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

ANNOUNCEMENT NO: 20140924	POSITION: Retirement Services Manager
OPENING DATE: September 24, 2014	CLOSING DATE: Open Until Filled
TOUR OF DUTY: 8:30 a.m. – 5:00 p.m., Monday – Friday	STARTING RANGE: \$86,680 -- \$108,350 DOQ (Grade 10) (Career Service) Entire Range: \$86,680 -- \$133,921
LOCATION: 900 7 th Street, NW, 2 nd 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

This position oversees and manages the day-to-day activities of retirement services operations for members, survivors, and beneficiaries of the Police/ Firefighters' and Teachers' Retirement Plans. This position provides guidance, oversight, and assistance to the staff that provides benefit-processing and payroll services via STAR and PeopleSoft systems for Federal, District and Split members. The manager ensures that the retirement services staff provides consistent and accurate communication to members, survivors and others, from the time of the members' hire to the last annuity benefit paid. In addition, this manager- level position is responsible for the contribution refund process and approves member refund payments.

PRIMARY RESPONSIBILITIES

1. Manages and supervises those who execute the day- to- day operations of retirement benefits administration by providing direction, developing work plans, resolving issues, and training staff on business process improvements. Provides overall prioritization of work assignments and management of retirement services staff and their activities
2. Interacts with stakeholders, such as the DC Public Schools (DCPS), D. C. Department of Human Resources (DCHR), Fire & Emergency Management Services (FEMS) and the Metropolitan Police Department (MPD); the OCFO Pay & Retirement Services (OPRS), and U.S. Department of the Treasury ("Treasury") on all issues regarding the provision of retirement services for members and the resolution of related matters.
3. Ensures the delivery of all core retirement services/transactions to all members, survivors, and beneficiaries of the Police/ Firefighters and Teachers' Retirement Plans.
4. Establishes procedures for plan administration and recommends procedural revisions affecting retirement administration operations.
5. Provides oversight, review, training, support, and guidance regarding purchases of service, refunds, deferred retirements, death processing, open enrollment, and student certification.

6. Reviews and recommends department changes to policies and procedures to ensure that the retirement services unit is operating efficiently, effectively, and in compliant with both Federal and District laws and regulations.
7. Establishes performance targets for the unit and the individual staff.
8. Produces monthly reports and statistics for retirement services operations, and submits reports to the Quality, Compliance and Projects unit for rollup of department reporting.
9. Supervises staff members and manages administrative tasks, such as, approving leave and overtime, conducting performance reviews, providing timely constructive feedback, training, and monitoring work production.
10. Participates as a subject matter expert (SME) for unit projects related to retirement services operations.
11. In coordination with the Chief Benefits Officer, ensures both the integrity of member data and the timely delivery of accurate benefits information to members of the Plans.
12. Coordinates eligibility determination and other retirement-related issues with the Police and Fire Retirement and Relief Board and the human resources offices of DCPS, MPD, FEMS, and DCHR.
13. Works closely with the Manager of Quality, Compliance, and Projects to ensure business rules are followed and interpreted correctly by the Retirement Services staff.
14. Ensures that Qualified Domestic Relations Orders (QDROs) are followed appropriately and calculates applicable distributions of pensions under the Orders.
15. Delivers presentations related to retirement process/education for Plan members and interested parties.
16. Coordinates activities related to educational seminars and workshops for members and other interested parties.
17. Coordinates with the Police and Fire Retirement and Relief Board and the DCPS HR office for eligibility determination and other issues.
18. Coordinates requests for reconsideration on benefit disputes and debt matters.
19. Works with the Chief Benefits Officer, Director of Benefits Special Projects, Member Services Manager, and the Quality, Compliance & Projects Manager to respond to both District and Federal external auditors to ensure:
 - Coordination of efforts and prompt response to inquiries, requirements, and error-resolution during all external audits as they pertain to the DCRB Benefits Department.
 - Participates in external auditor meetings to ensure efficient transfer of information and progress of audits.
 - Assimilates Treasury audit results into statistical reports and provides feedback to Retirement Services Unit.
 - Provides detailed, accurate, and timely audit information to the Manager of Quality, Compliance, & Projects as required

KNOWLEDGE, SKILLS AND ABILITIES

- Advanced knowledge of human resource and pension administration processes for providing services to retired members of the Plans.
- Ability to develop, plan, and implement short and long-range goals.
- Ability to thrive in a changing environment and deal with ambiguity.
- Ability to work on several projects simultaneously, under tight deadlines.
- Displays a professional demeanor at all times.
- Proficient in computer applications (Microsoft Office, PowerPoint, internet navigation, e-mail).
- Ability to make decisions and operate independently with respect to complex issues and business requirements with a high degree of exposure.
- Ability to oversee and coordinate pension benefits administrative procedures and document processes in accordance with D.C. Code and Plan provisions.
- Ability to effectively control and monitor the administration of pension benefits transactional activities and policies.

BEHAVIOR COMPETENCIES

Organizational

- Knowledge of best practices and how to improve operations of retirement plan administration, workflows and work processes.
- Demonstrates good judgment and skill in decision making as it relates to work planning, utilization of employees, and implementation of administrative procedures and processes of all pension benefits.
- Supports and acts in accordance with final leadership team decisions even when such decisions may not entirely reflect one's own position.

Communication

- Clearly communicates the direction, required performance, and challenges of the Retirement Services staff.
- Manages the oversight of approved internal and external communication/s to plan members to notify them of problems or discrepancies, explain requirements and/or to obtain additional information.
- Strong interpersonal, communication skills and the ability to work effectively with active, retired, and terminated members.

Problem Solving

- Finds areas of agreement when working with conflicting viewpoints and opinions.
- Presents problem analysis and recommended solution to others rather than just identifying or describing the problem itself.
- Identifies the information needed to solve a problem effectively.

QUALIFICATIONS

- Bachelor's degree in Business Administration, Human Resources, or related field
- CEBS or other related pension benefits certificate preferred
- Six to seven years of defined benefit pension administration experience.
- Five years supervisory experience in related field.

WORKING CONDITIONS

- Normal office environment.

COMPENSATION LEVEL: Grade 10

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).

