

## RETIREMENT SERVICES DIRECTOR

### KIND OF WORK

Professional supervisory retirement system management work.

### NATURE AND PURPOSE

Under general direction, in the form of appraisal of resettles achieved, directs and coordinates the activities of the employee services or member services divisions of one of the three retirement systems (MSRS, PERA or TRA). This includes supervising professional staff in the Retirement Service Specialist class series involved in member service activities including calculation of retirement estimates, computation of final retirement benefits, disability retirement, deferred compensation, member information and member counseling. Incumbents are viewed as technical experts regarding retirement law and computations.

This class differs from the Retirement Services Supervisor because the Retirement Services Director serves as a member of the management team and may serve on and/or lead ad hoc project teams on agency or divisional issues, strategic planning or legislative initiatives. The Retirement Services Supervisor is a split class from the Retirement Service Specialist Senior and functions at the same level of know how as the Senior.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Directs and administers internal programs, work processes and systems to ensure legal and regulatory compliance and operational efficiency by serving as data custodian in developing and maintaining the integrity of data models, dictionaries and documentation of internal data; recommending legislative and policy changes; and by assisting in the budget plan for the work unit.

Ensures efficient interdepartmental workflow, planning and operations through interaction and communication with other Retirement Services department supervisors and managers; coordinating department operations with other divisions; and recommending improvements.

Plans, schedules and conducts group meetings for fund members in order to promote better understanding of the retirement program. Ensures that expert counseling is provided to members or benefit recipients on benefits, federal and state tax issues, and financial planning.

Strengthens the effectiveness of department employees through the definition of work roles, employee development (training, coaching and counseling) and job opportunities. Trains division supervisory personnel.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

The complex and highly technical areas of laws, rules, precedents, and legal opinions relating to computation and availability of retirement benefits and rights and that govern and control internal work processes, systems and functions.

Current and emerging office practices and technologies that enable efficient and effective management of data, documents, supplies, and materials.

The principles, methods, and techniques of individual counseling and group meetings as they relate to retirement.

Principles, methods, and techniques of project management.

New or emerging developments in the retirement field.

Principles of effective supervision and team building.

Personal computers sufficient to perform related work responsibilities ( creating correspondence, reports, spreadsheets, graphs, presentation materials, etc. )

Ability to:

Analytical ability sufficient to extract facts related to complex and highly technical areas and/or sensitive matters related retirement benefits and rights and be able to interpret/apply legal and regulatory requirements.

Make decisions and demonstrate supervisory skills needed to successfully plan, develop and organize available resources to obtain the department's goals and objectives, including policy, budget and planning.

Develop and maintain effective working relationships with representatives of governmental units and retirement fund members.

Develop and establish productive work structures, allocate resources, and evaluate work results.

Develop and manage significant projects and multiple priorities and to resolve a variety of problems under tight deadlines.