

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

RETIREMENT COMPLIANCE OFFICER

DEFINITION

Performs compliance duties of a moderate scope and depth of subject matter as a compliance officer working for the Iowa Public Employees' Retirement System (IPERS); performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Functions as primary Employer responder to employer inquiries received through the toll-free telephone line, email, and postal mail; assists employers with reporting processes and responsibilities, including reporting wages and submitting contributions through IPERS' on-line employer self service module; troubleshoot computer software and hardware issues related to on-line reporting; conduct necessary research and complete follow up with employer.

Assists Retirement Compliance Officer Seniors with development and administration audit and compliance program through the establishment of policies, procedures and corrective action plans to monitor compliance with IPERS' code, rules and regulations; work with members, employers, public officials, attorneys and others to gather and evaluate data to make informed compliance decisions.

Represents the department at administrative proceedings as required; suggests changes to business rules, and processes, IPERS' code and rules to provide more effective compliance and enforcement activities as well as improved department operations.

Develops and assists with administration of statewide employer training programs with respect to IPERS' code, rules, and department reporting procedures; develops and maintains comprehensive Employer Handbook containing all relevant documentation and instructions pertaining to the wage reporting process, coverage issues and employer issues.

Confers with legal staff and other concerned parties to acquire clarification on matters involving coverage, department definitions, actions or sanctions; advises other staff members on matters relating to coverage eligibility; recommends actions to ensure compliance with IPERS' laws, rules and department guidelines based upon review and analysis of relevant factors, data, policies and information.

Develops, implements, and conducts training on employer processes for IPERS staff.

Functions as a leader in a team environment by coaching and communicating with staff as required; administers customer standards and services.

Assists the individual designated as the State Social Security Administrator for the State of Iowa in administration of the State's Section 218 agreement with Social Security.

COMPETENCIES REQUIRED

Knowledge of the principles and practices of public retirement administration.

Knowledge of State's responsibilities under the Section 218 agreement with Social Security Administration.

Knowledge of federal, Internal Revenue Service, and state laws and the Iowa code affecting the Iowa Public Employees' Retirement System.

Knowledge of interviewing and investigative techniques, practices, and principles.

Ability to acquire knowledge of, interpret, and apply pertinent laws, administrative rules and department guidelines, as well as propose, and define in writing, changes to existing laws.

Ability to provide advice and recommendations to department staff, Bureau Chief, Chief Benefits Officer, and legal staff regarding employer issues.

Ability to effectively communicate with employers regarding procedural and legal issues.

Ability to use correct English grammar, punctuation, and spelling to communicate information (for example, facts, ideas, or messages) in a succinct and organized manner and produces written information, which may include technical material that is appropriate for the intended audience.

Ability to assist others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Ability to show understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others, including coping effectively with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations.

Ability to work with internal and external clients and customers to assess and meet their needs, provide information or assistance, resolve their problems, or satisfy their expectations in a polite, courteous and cooperative manner; knows about available resources, products and services; is committed to providing quality products and services.

Ability to make sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Ability to use machines, tools, or equipment through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Ability to troubleshoot, diagnose, analyze and identify system malfunctions and common user errors to determine the source and cause of the problem.

Ability to accept change and new information and adapts behavior or work methods in response to changing conditions, or unexpected obstacles; copes effectively with ambiguity.

Ability to thoroughly perform work with attention to detail.

Displays high standards of ethical conduct by refraining from dishonest behavior.

Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited college or university with a Bachelor's Degree;

OR

one year of full-time experience in professional accounting, auditing, or tax preparation, quality assurance, investigation or interpretation of federal or state tax and/or employment laws may be substituted for each 30 semester hours or 1 year of the required education;

OR

employees with current continuous experience in the state executive branch that includes experience equal to eighteen months of full-time work as a Retirement Benefits Technician or Retirement Benefits Officer.

Effective Date: 08/09 VA