

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

RETIREMENT COMPLIANCE OFFICER SENIOR

DEFINITION

Performs independent, state-wide employer compliance reviews; develops and facilitates employer training in relation to Iowa Public Employees' Retirement System (IPERS) laws and rules affecting employers; 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

Develops/facilitates statewide employer compliance program for Iowa's public employers through compliance reviews, training sessions and other administrative functions including the review of articles and publications relevant to public employee retirement systems.

Examines employment and compensation arrangements to ensure compliance with IPERS' laws to assure that members receive authorized benefits.

Responds/resolves questions and inquires regarding employer reporting requirements and coverage laws as received via phone, email and postal mail.

Develops and conducts statewide employer training sessions 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 and employer compliance issues.

Develops and administers a quality audit program through the establishment of policies, procedures and corrective action plans which monitor compliance with IPERS' code, rules and regulations, including conducting on-site compliance reviews with employers; 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; prepares business rules or proposals for amendments to IPERS' code and/or rules to provide more effective compliance and enforcement activities including improved department operations.

Responds/resolves inquiries received by IPERS through various media to assist employers with reporting processes and responsibilities, including reporting wages and submitting contributions through IPERS' on-line employer service module.

Confers with legal staff and other concerned parties to acquire clarification regarding coverage, department definitions, actions or sanctions; and recommends actions to ensure compliance with IPERS' laws, rules and guidelines.

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

Functions as a leader in a team environment by coaching, mentoring and communicating with staff and the team as required; advises management concerning organizational activities, work flow, and staff development; administers customer standards and services.

Maintains active participation in the National Conference of State Social Security Administrators organization and acts as or assists the individual designated as the State Social Security Administrator for the State of Iowa administering 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, state laws and the Iowa code affecting the Iowa Public Employees' Retirement System.

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

Ability to understand laws, administrative rules and department guidelines, as well as propose, and define in writing, changes to existing laws.

Ability to apply knowledge of teaching, training, research, making presentations, lecturing, testing, and other instructional methods.

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

Ability to provide advice and recommendations to department staff, management and legal staff regarding employer issues.

Ability to produce written information including technical material accurately and completely that is appropriate for the intended audience.

Ability to effectively use correct English grammar, punctuation, and spelling and to communicate in a succinct and organized manner.

Ability to demonstrate understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others.

Ability to develop and maintain effective relationships with others by coping effectively with difficult, hostile, or distressed individuals; relates well to people from varied backgrounds and different situations.

Ability to make sound, well-informed, and objective decisions to perceive the implications of decisions and commits to action to accomplish organizational goals.

Ability to persuade others to accept recommendations, cooperate, or change their behavior; by working with others towards an agreement; negotiates to find mutually acceptable solutions.

Ability to use machines, tools, or equipment through training or on-the-job

Ability to adapt behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively coping with ambiguity.

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, and experience equal to three years of full-time professional accounting, auditing, or tax preparation; quality assurance; investigation or interpretation of federal or state tax and/or employment laws;

OR

an equivalent combination of education and experience substituting one year of the required experience for each 30 semester hours or one year of the required education;

OR

employees with current continuous experience in the state executive branch that includes experience equal to two years of full-time work as a Retirement Compliance Officer and/or a Retirement Benefits Officer.

NOTE

Overnight travel is required. Employees must arrange transportation to and from assigned work areas.

Effective Date: 08/09 VA