

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

RETIREMENT BENEFITS TECHNICIAN

DEFINITION

Performs paraprofessional procedures involving financial reconciliation operations, account data entry, and records research; 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

Reconciles member accounts by reviewing documents, records, contribution and payment history.

Enters data related to member and employer accounts, including demographics, account history, and service purchase transactions.

Contacts IPERS members, beneficiaries, public employers and others, either by phone, letter, e-mail or in person to ascertain needed information.

Researches records using computer applications, microfiche, microfilm and employer reports.

Reviews death benefit contracts for completeness and enter preliminary data to initiate payment.

Researches and issues duplicate warrants and contacts financial institution for direct deposit reclamations.

COMPETENCIES REQUIRED

Knowledge of accounting methods, forms and techniques.

Knowledge of departmental practices and procedures relating to the processing and recording of transactions and accounting information.

Knowledge of codes, classifications and terminology pertinent to benefits processing.

Ability to apply personal work attitudes such as honesty, responsibility and trustworthiness required to be a productive employee.

Ability to collect, analyze, and report retirement related data.

Ability to understand instructions and their underlying principle.

Ability to perform arithmetic operations quickly and accurately.

Ability to operate computer terminals and calculations requiring eye/hand coordination.

Displays high standards of ethical conduct. Refrains 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 high school or G.E.D. and two years of full time clerical office or closely related experience;

OR

an equivalent combination of education and experience substituting (thirty semester hours) of accredited post high school education for each year of the required experience.

Effective Date: 04/10 VA