



Position Vacancy Notice

Colorado Public Employees' Retirement Association
1301 Pennsylvania St.
Denver, Colorado 80203
www.copera.org/careers

Position Title: Benefit Services Manager
Reports to: Assistant Director
Job Status: Full Time, Exempt
Salary: Commensurate with experience
Posting Date: 1/24/19

JOB SUMMARY

This position is responsible for the management of a team within the Benefit Services Division at our Denver location. Duties include coordination and scheduling of workload; performance management; evaluation and reporting of service quality; handling escalated and complex issues; and partnering with others to manage daily operations.

IDEAL CANDIDATE

Our ideal candidate has a financial services background with proven leadership skills and the ability to motivate and engage staff. We are looking for an approachable, open-minded, and collaborative manager who has experience training and coaching employees, and serves as a resource to remove roadblocks and support their team in performing their jobs effectively. Our ideal candidate is an adaptable, tech savvy professional with an understanding of information systems and benefits administration. If you thrive in a dynamic environment and would enjoy supporting a seamless operational experience while providing a high level of service for a multi-billion dollar pension plan, this may be a great fit.

ESSENTIAL FUNCTIONS

- Supervises the daily activities of an assigned team responsible for the administration of PERA's retirement, disability, and survivor benefit programs
- Collaborates with other managers in the daily operations of the Benefit Services Division
- Ensures that staff have the resources and tools needed to effectively perform their job duties, research issues, and provide timely and accurate information and solutions
- Sets and communicates standards and expectations that are specific and measurable for productivity goals and employee development; prepares and conducts performance reviews and corrective action when necessary
- Evaluates service quality; meets regularly with staff to provide coaching, mentoring, and feedback
- Partners with Human Resources in the interviewing, hiring, and training of team members
- Maintains a thorough understanding of benefit processes and is acknowledged as a subject matter expert
- Investigates escalated issues from PERA members and benefit recipients; researches, analyzes, and resolves complex issues exercising discretion and judgment in areas governed by Federal or State statute, or PERA Rules; works with other internal divisions to seek resolution
- Provides oversight for specified area(s) of administration including developing and maintaining policies and procedures
- Partners with internal divisions and/or outside vendors in managing operational systems, processes, forms and/or publications
- Identifies process improvement opportunities and presents recommendations and business-case justifications for modification or change as needed to add value to the organization and the membership
- Communicates with senior management regarding operational issues, concerns, and status of work projects and assignments; seeks and implements feedback
- Visibly supports management decisions and change efforts, and translates vision and strategy to staff
- Participates in training and educational opportunities for ongoing professional development
- Maintains regular and prompt attendance in the workplace
- Carries out other duties as assigned

QUALIFICATIONS

- A combination of education and experience with progressive career growth in benefits administration and/or supervisory experience; preferably in pension/retirement plans and/or the financial services industry
- Demonstrated leadership and management capabilities
- Experience exercising ethical decision-making, discretion, and sound judgment
- Effective verbal and written communication, interpersonal, and professional collaboration skills
- Problem solving skills and an ability to adapt and deal effectively with ambiguous and/or challenging situations
- Ability to prioritize and organize work with minimal supervision, and act with an appropriate sense of urgency
- Knowledge of information systems, databases, and personal computer applications

- Ability to comprehend and readily communicate complex information
- Detail oriented with an aptitude for math

CONDITIONS OF EMPLOYMENT

This position requires the attainment of the Certified Retirement Counselor designation through the International Foundation for Retirement Education within three years of completion of new hire status, and must successfully meet ongoing education requirement each year thereafter.

WORKING CONDITIONS

- Standard office/visitor center environment with regular computer use
- Occasional lifting and moving of presentation materials
- Occasional travel as necessary for business needs

BENEFITS

Health Insurance is 100% employer paid, generous paid time off as well as paid volunteer hours, PERA defined benefit plan, 401(k) and 457 defined contribution plans, tuition assistance, certifications, on-the-job training, free access to on-site fitness center, free on-site parking or RTD subsidy, and more. For more information please visit www.copera.org/careers.

HOW TO APPLY

Complete the employment application online www.copera.org/careers. Have copies of your resume, cover letter, and college transcripts available to upload. As part of the online application you will be asked for a response to the following questions.

- 1) *Describe a time when you coached a direct report, peer, or other colleague on being more accountable for their actions. Describe the situation, your process in coaching them, and the outcome.*
- 2) *Describe a time when you had to lead a team that had more technical knowledge than you did. How did you gain their respect and achieve your team goals while developing your own knowledge?*
- 3) *Describe a time when you needed to resolve a conflict. Describe the conflict, your process of conflict resolution, and the outcome.*

ABOUT COLORADO PERA

Colorado Public Employees' Retirement Association (PERA) provides retirement and other benefits to the employees of more than 500 government agencies and public entities in the state of Colorado. Our mission is to promote long-term financial security for our membership while maintaining the stability of the fund. Our vision is to become the retirement plan of choice for all Colorado public employees.

PERA represents "One of Colorado's Best Investments." PERA is a vital and stable contributor to Colorado's economy. PERA's main office is located in Denver; where 300 days of sunshine, a thriving cultural scene, diverse neighborhoods, and natural beauty combine to make it the nation's top city in which to live, work, and play.