

Class Title: Retirement Benefits Specialist II

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Responsible for counseling members and beneficiaries of a City defined benefits system about service retirement, disability and death benefits, and other retirement or benefit-related provisions; researches, resolves and processes benefit claims, accurately maintains member records, reviews the work of those engaged in support activities, and provides customer service to members.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Counsels members and beneficiaries on benefit options, service retirement, disability and death benefits, deferral of benefits, mandatory contribution and DROP account balance withdrawals, and reciprocal provisions as they may apply to a defined benefit plan.
2	S	Explains legal requirements and consequences in divorce, rights of future heirs, ex-spouses, community property, child support, domestic partnerships, and other issues that may be unique to individual retirees in addition to active and inactive Norfolk Employees' Retirement System members.
3	S	Advises members on their rights to purchase or port additional service credit through various buyback programs.
4	S	Explains benefit continuance provisions to members and beneficiaries.
5	S	Counsels non-eligible spouses and domestic partners.
6	S	Ensures that all relevant documents such as birth and death certificates and marriage certificates and dissolutions are collected.
7	S	Enters counseling related information into data bases and maintains member records.
8	S	Prepares a variety of reports and correspondence related to benefits counseling and may perform routine calculation of benefits.
9	S	Presents benefits information to groups.
10	S	Assists supervisor in researching complex member specific issues.

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Seven years' experience in benefit administration.
Certifications and Other Requirements	Valid Driver's License may be required depending on assignment.
Reading	Work requires the ability to read administrative code provisions, program guidelines, documents, memoranda, reports, and general correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, as well as statistical calculations.
Writing	Work requires the ability to write reports and general correspondence.
Managerial	Managerial responsibilities include planning, directing and overseeing special projects.
Budget Responsibility	N/A
Supervisory / Organizational Control	N/A
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.
Interpersonal / Human Relations Skills	Contacts others within the organization. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required of the employee. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

CSC Adopted: November 2019

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Facilitating meetings, copier, fax, memo/mail document distribution
Sitting	C	Computer, desk work, answering phone, meetings, presentations
Walking	F	Inter-office, to/from meetings, memo/mail document distribution
Lifting	O	Boxes, documents, files, reports, equipment and general office supplies
Carrying	O	Boxes, documents, files, reports, equipment and general office supplies
Pushing/Pulling	R	Accessing file cabinet drawers
Reaching	R	Files, office supplies
Handling	F	Boxes, documents, files, reports, equipment and general office supplies
Fine Dexterity	C	Computer keyboard, calculator, writing
Kneeling	R	Accessing file cabinet drawers
Crouching	R	Accessing file cabinet drawers
Crawling	N	
Bending	R	Accessing file cabinet drawers
Twisting	R	Accessing file cabinet drawers
Climbing	R	Stairs
Balancing	N	
Vision	C	Computer, desk work, observations, presentations, meetings, filing, reading, writing, driving
Hearing	C	Telephone, co-workers, staff, meetings, presentations, receiving direction
Talking	C	Telephone, co-workers, staff, meetings, presentations, giving direction
Foot Controls	R	Driving
Other (specify)	N	

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, laser or inkjet printer, copy machine, fax machine, telephone, calculator, Standard Windows and Office software, Advantage Financial System software (AFIN), PeopleSoft, HRMS, report generator software

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	W
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	D
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)