



PERA Division Manager Pension Services Division Manager

The Public Employees Retirement Association (PERA) is a lifetime income, cost-sharing retirement plan for Minnesota public employees.

We serve over 440,000 current and former public employees from 2,100 governmental agencies and pay monthly benefits to more than 125,000 retirees, disabled members, and survivors of deceased members. Our 170,000 active members are social workers, firefighters, nurses, police officers, correctional officers, snowplow drivers, attorneys, and paraprofessionals. The services they provide and the work they do make our communities better.

About the Opportunity:

This position is part of the PERA leadership team and participates in making recommendations and implementing strategic plan initiatives to further the mission and vision of the Association. This position is required to collaborate with the executive leadership team to bring forward “best practices” in benefit plan administration and service models, determining project selection and priorities and managing resources.

The incumbent in this position oversees the Pension Services division whose work consists of:

- The distribution of benefits, both as lump sums and periodic payments
- Maintenance of benefit recipients’ payment records, including, but not limited to tax withholding and annual tax reporting
- Ongoing development and enhancements of the systems and software specifically designed for calculating all benefits paid by PERA’s plans
- Member inquiries and information delivery through contact center and other service channels
- Directing the training and development of all personnel who are responsible for information delivery, calculations and claims administration of PERA’s benefit plans

This position will primarily be telework with the need to be on site and in office as workload and initiatives dictate. Office is located in St. Paul, MN.

Qualifications:

Minimum Qualifications

**Only applicants whose application and resume clearly demonstrate fulfillment of each minimum qualification listed below will be considered for this position. Ensure your resume contains descriptions of your work experience sufficient for comparison against the requirements stated below. Also indicate the beginning and ending month and year for each job held.*

A Bachelor’s degree in Organizational Management, Public Administration, Business Administration, or an equivalent field **AND** at least three (3) years of successful managerial or supervisory experience that demonstrates the following:

- Applying statutes, regulations and/or policies that govern internal and external activities, processes and systems
- Developing processes and systems to accurately forecast workloads and resources needed to meet or exceed objectives
- Project management from development to implementation including determining, securing and allocating the human, financial and other resources required
- Applied research, writing, and editing skills sufficient to gather complex information, organize and present to technical and non-technical audiences
- Strong leadership and interpersonal relationship skills that include coaching, active listening, conflict resolution, change management, problem-solving and meeting facilitation
- Planning and organizational skills sufficient to effectively balance multiple demands simultaneously, while meeting strict deadlines
- Ability to collaborate with other senior leaders to develop strategic initiatives to achieve cross-departmental objectives
- Proficiency with software to create reports, spreadsheets, and presentation materials

Preferred Qualifications

- Knowledge of benefits administration and actuarial principles as they relate to insurance, annuity or retirement benefits
- Master's degree in Organizational Management, Public Administration, Business Administration or an equivalent field
- Knowledge of PERA's pension benefits, programs, policies and procedures, and actuarial principles
- Demonstrated knowledge and experience with modern continuous improvement methodology: Six Sigma, TQM, Lean, or Kaizen
- Knowledge of customer satisfaction metrics, programs and methodology to obtain and analyze customer feedback, improve processes and eliminate service pain points (NPS, VOC or CSAT)
- Demonstrated knowledge of Agile development process to enhance or deploy new software

Physical Requirements

Requires occasional lifting and carrying of articles such as file folders, ledgers, and small office equipment. Although a sedentary job is defined as one that involves sitting, a certain amount of movement is often necessary in carrying out job duties.

Additional Requirements:

It is the policy of the Retirement Systems of MN that all employees submit to a background investigation prior to employment. The background check may consist of the following components:

- SEMA4 Records Check (applies to current and past State employees only)
- Criminal History Check
- Employment Reference Check
- Social Security and Address Verification
- Education Verification
- Driver's License Check

****The Retirement Systems will not sponsor applicants for work visas. All applicants must be legally authorized to work in the US.**

HOW TO APPLY:

<https://mn.gov/mmb/careers/>

Job Posting Number: 68358

Posting Dates: 08/08/2023 - 08/28/2023

Wage: \$39.35 - \$56.61/hour - \$82,162.00 - \$118,201.00/annual

Managerial Plan, 220/Grid 20A/17M