



**DISTRICT OF COLUMBIA RETIREMENT BOARD  
Position Vacancy Announcement**

ANNOUNCEMENT NO: 20140226	POSITION: <b>Quality Compliance &amp; Projects Specialist</b>
OPENING DATE: February 26, 2014	CLOSING DATE: <b>Open Until Filled</b>
TOUR OF DUTY: 8:30 a.m. – 5:00 p.m., Monday - Friday	STARTING RANGE: <b>\$56,760 - \$70,950 DOQ (Grade 7) (Career Service); Entire Range: \$56,760 - \$87,694</b>
LOCATION: 900 7 <sup>th</sup> Street, NW, 2 <sup>nd</sup> Floor Washington, DC 20001	AREA OF CONSIDERATION: Open to all applicants
NUMBER OF VACANCIES: One (1)	TYPE OF APPOINTMENT: Probationary to Regular
<u>This position is NOT in a collective bargaining unit.</u>	

**\*\*\* Successful pre-employment criminal, financial, educational and certification background check required \*\*\***

**ABOUT THE D.C. RETIREMENT BOARD:**

The District of Columbia Retirement Board is an independent agency of the District of Columbia Government. Our mission is to manage and control the assets of the D.C. Police Officers' and Firefighters' Retirement Plan and the D.C. Teachers' Retirement Plans as well as to administer benefits for the members of the plans.

**POSITION SUMMARY:**

The Quality, Compliance, & Projects Specialist is one of four professional team members who perform duties that require competency and experience in the areas of risk management, business and operational processes, internal control design, internal/external auditing, reporting, and regulatory compliance. This position is responsible for performing quality control reviews and various project work for the DCRB Benefits Department to improve the effectiveness and efficiency of Department financial and operational control processes and compliance with statutory requirements. Additionally, this position will offer recommendations to improve these operations.

**PRIMARY RESPONSIBILITIES:**

1. Performs the second level review of benefits processed (including estimates and final calculations), post-retirement benefit changes, and member refunds.
2. Performs sample quality control reviews of imaged documents, random sample reviews of member/annuitant interactions with the Benefits Services and Retirement Services units (calls), and other post-retirement benefit changes including health/life, address/phone/email, beneficiary, and other related changes.
3. Assists the Manager, Quality, Compliance, & Projects with training support efforts for the Benefits administration staff to ensure compliance through monitoring and revising established processes and procedures.
4. Candidates must have the ability to understand pension legislation and assist with integrating new legislation into the administration process.
5. Performs miscellaneous project work for the Benefits Department, including project set-up, tracking, follow-up communications, and status reporting to the Manager, Quality, Compliance, & Projects.
6. Assists the Manager, Quality, Compliance, & Projects with the coordination of and responses related to internal (DCRB) and external (Treasury) audit activities.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

To be successful in the DCRB work environment, the individual in this position must have a unique mix of personal and professional characteristics, skills, and attributes. Important personal characteristics include maturity, integrity, independence, self-confidence, self-motivation, initiative, and a positive attitude. Professional characteristics essential for success include accuracy, dependability, accounting proficiency, and excellent communications and analytical skills.

Specific abilities also include:

- Advanced knowledge of defined benefit retirement plans.
- Ability to manage multiple projects simultaneously with strong results/goal orientation.
- Excellent communications skills (oral and written), including the ability to write clearly and succinctly in a variety of settings and styles.
- Excellent project management and attention to detail skills.
- Organization and coordination skills; ability to manage competing priorities.
- **Consistently gains support through strong interpersonal and verbal communication skills.**
- Advanced proficiency in math and analytical skills.
- Ability to proactively address issues and present solutions.
- Ability to use rigorous logic and methods to solve difficult problems with effective solutions.
- Advanced knowledge of computer software including applications and services related to pension administration and office automation.
- Knowledge of auditing principles to ensure accuracy of data.
- Knowledge of and/or the ability to comprehend plan provisions and legislative enactments as applicable.
- Understanding of customer service techniques and etiquette.
- Ability to work closely with others as part of a team while being able to take full responsibility for a task.
- Ability to build positive working relationships with a diverse group of people both internally with the Benefits Department and other DCRB departments and externally with partnering agencies.
- Highly developed interpersonal skills, strong employee service ethic.
- Ability to understand and follow specific instructions and procedures.
- Ability to maintain confidentiality of records and information.
- Ability to train and motivate staff.

## **BEHAVIORAL COMPETENCIES:**

### **Communication**

- Identifies the need for and may conduct technical training as appropriate.
- Displays a helpful demeanor when providing guidance and/or education to Benefits staff.

### **Compliance**

- Develops effective process controls and audit tools to ensure accuracy of data; whenever possible, utilize available technology to automate data comparisons.
- Performs quality control reviews for annuity payments/related information and interdepartmental processes.

## Documentation

- Maintains and reports quality assurance and service delivery performance metrics.
- Provides guidance and instruction to Benefits Department staff regarding procedures for properly documenting and reporting benefits administration transactions.
- Monitors and revises existing processes, procedures, and documentation internal to the Benefits Department for operational effectiveness and compliance.
- Maintains personal knowledge of policies related to pension administration and retirement processing.

## Team Player

- Displays a team player attitude.

## **QUALIFICATIONS:**

- Bachelor's degree in Business Administration, Mathematics, HR or related field and three years of pension/benefits industry or equivalent work experience in a similar position, OR
- Any combination of the above education and experience qualifications that demonstrate ability to perform the work will be considered.
- Retirement Plans Associate (RPA) or other retirement industry certification preferred.
- Project Management Professional (PMP), (CAPM) or other relevant project management certificate preferred.
- Four to five years of pension/benefits industry or equivalent work experience in a similar position.

## **WORKING CONDITIONS:**

- Normal office environment
- Core hours 8:30 a.m. to 5:00 p.m.

**COMPENSATION LEVEL:**            **Grade 7**

*This job description indicates the general nature and level of work to be performed by an employee in this job. It is not intended to be an exhaustive list of all tasks, duties, and qualifications of employees assigned to this job. An incumbent may be asked to perform other duties as required.*

**RANKING FACTORS:**    NONE

## **HOW TO APPLY:**

Applicants must submit a completed DC2000 Employment Application form, letter of interest discussing eligibility and qualifications, and resume. The DC2000 Employment Application is available as a fillable file document on the "Working at DCRB" page on DCRB's website. You may view the page here:  
<http://dcrb.dc.gov/service/working-dcrb>

Applicants claiming Veterans Preference must submit official proof with application.

All educational and experience requirements used to determine eligibility for this position must be officially verified at the time of appointment. No offer of employment will be deemed fulfilled without such verification(s).

