Service Counselor 4

Tennessee Department of Treasury
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The Tennessee Department of Treasury impacts the lives of Tennesseans every day. Treasury is responsible for many of the financial operations of state government, including managing more than $50 billion in assets through its various investment programs. We administer the State's Retirement Program, Retire*Ready*TN, which combines the state pension plan, Tennessee Consolidated Retirement System, and the State's Deferred Compensation plan. Treasury serves all Tennesseans by helping to educate and empower them to make smart financial choices, and by providing public-serving programs in the areas of college savings, financial literacy, unclaimed property, criminal injuries compensation, and more.

Job Overview:

This position serves as the employer reporting contact at a regional level to assist Political Subdivision Employers with technical submission of monthly files to Tennessee Consolidated Retirement System (TCRS) and educate the Employers about the monthly contribution report to ensure accuracy.

Key Responsibilities:

- Provide overall policy information regarding to the TCRS defined benefit plan and the new plan including both defined benefit and 401k to Employers.
- Train newly participating employers on Retirement and coordinate with new/existing software vendors and testing files when necessary.
- Educate employer on all Employer Self Service (ESS) functions and provide employers with updates related to the Retirement Information System (Concord).
- Respond to employer related inquiries each month during the reporting cycle.
- Assist employers with correcting load errors, posting exception errors, and internal errors, and escalating issues as necessary to the Employer Reporting analyst.
- Test Employer files in the Retirement System (Concord) UAT when there are changes with software vendors or plan types.
- Respond to actuarial file related questions; identify corrections needed in previously submitted data, when corrected will lead to more accuracy for next year's actuarial report.
- Provide Support to related questions regarding the plan, and connect the Employer to representatives at Empower to respond to 401k related file questions.

Qualifications:

- Graduation from an accredited four- year college or university.

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- Bachelor's degree in business related field is preferred.
- Two years of experience working in a retirement system.

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