New York City Employees' Retirement System
Job Vacancy Notice CITYWIDE

Civil Service Title: Administrative Retirement Benefits Specialist M-5   **Salary:** $130,000 - $145,000 (Annual)

Business Title: Deputy Director

Title Code: 82986   **Division:** Membership and Service

The New York City Employees' Retirement System (NYCERS) was founded by the New York State Legislature in 1920 with 13,331 members. Today, NYCERS has grown into one of the largest municipal public employee retirement systems in the United States with nearly 375,000 active/vested members, retirees and beneficiaries. NYCERS is a defined benefit retirement plan and a cost-sharing, multiple employer public employee retirement system. We are looking for individuals with passion, dedication and commitment to excellence and innovation who are interested in adding to our dynamic and collaborative work environment. Working for the City of New York, you will receive excellent benefits, including healthcare, vision benefits, dental benefits, as well as the opportunity to participate in the City's retirement plan. NYCERS offers a hybrid work environment with partial onsite work and partial telework.

Job Description:

The New York City Employees' Retirement System Membership and Service Division seeks a Deputy Director. Under the direction of the Membership and Service Director, the Deputy will support all activity within the Division including strategic planning, performance management and measurement, process improvement, change management, recruiting, training, and people leadership. NYCERS is in phase 2 of a Legacy Replacement Project, which will replace the current mainframe operating system. As these Phases are deployed, the role and responsibilities will shift as the Division is reorganized to maximize the functions and efficiencies provided by the new system.

Success in the role will require:

•A Service mindset and leading with our members and member experience in mind

•Ensuring the Division has measurable goals, clear SLAs and detailed plans to achieve and maintain service levels

•Driving continuous process improvement and automation activities across the Division

•Conveying information, ideas, and expectations clearly and efficiently, fostering collaboration, engagement, strong relationships, trust, and productivity within their teams. Understanding what your director wants to achieve and creating effective lines of communication with your director to help them achieve those goals. Communicating the progress of your team and your work so they are aware of the direction and progress of the Division. Providing your expertise and judgment to your director to help them be more effective in their role.

•Facilitate collaboration within the Membership and Service Division and with other internal and external stakeholders. The Deputy will maintain strong relationships with NYCERS' external stakeholders and partners such as NYC Health and Hospitals, MTA, NYC OPA-FISA, and other City agencies.

•Navigate and facilitate organizational transitions through to the adoption of new initiatives, processes, or strategies. Successful change management requires leaders to understand the dynamics of change, engage and motivate their teams, and overcome resistance. Demonstrate strong leadership during the change process by setting expectations, inspiring others, and modeling the desired behaviors. Actively manage resistance and proactively address issues.

•Allocate the necessary resources to support the change effort, including identifying staff, needed technology or tools, challenges and highlighting and mitigating potential issues. Focus on building and developing high-performing teams, identifying individual strengths, providing opportunities for growth, and fostering a collaborative and supportive work environment that encourages innovation and continuous improvement.

•Effectively evaluate, track, and improve the performance of individuals, teams, and the organization. The ability to set clear objectives, monitor progress, provide feedback, and facilitate growth to optimize individual and team performance.

•Develop comprehensive performance plans that outline objectives, strategies, and action steps to achieve desired outcomes for each team. These plans should consider the organization's overall strategy and steps to achieve success. Conduct in-depth analysis of performance data to identify trends, patterns, and areas for improvement or to highlight and share successes. Utilize analysis and data to make informed decisions, adjust strategies if necessary, and allocate resources effectively.

•Approach complex situations, gather and analyze information, identify patterns and trends, delegate decision making, and develop effective solutions. Make informed decisions, address challenges, and drive organizational success. Conduct strategic analysis, considering long-term goals to identify emerging opportunities, risks, and challenges for the organization. Encourage innovative thinking and creative problem-solving approaches. Lead by example to foster an environment that supports experimentation, exploration of new ideas, and alternative solutions.

Required Experience

• Minimum of two years in the capacity of a manager where responsibilities included direct reports in managerial and/or supervisory positions.

• Prior experience in Benefits Administration/Operations, including defined benefit retirement plan administration or relevant related experience.

About the Membership and Service Division:
The Membership and Service Division consists of Six (6) units: Member Service, Service Processing, Buy Back, Active Accounts Review, Tier 1- 2 Loans and Refunds, and Tier 3, 4 and 6 Loans. In addition to the Division Director, there are two Deputies that oversees the various units. Each Deputy is responsible for the units under their leadership.

Member Service
The Member Services Unit handles all aspects of work relating to the processing of New Member Applications, Agency to Agency Transfers, System to System Transfers, Restored Pensioners, Plan Changes, Membership/Tier Reinstatements, Membership Verification, Cancellation of rates due to anniversary dates and the updating of Member's/Pensioner's profile. Processing New Membership Applications involves several tasks to ensure the member's information is accurately and completely updated into the pension system.

Service Processing
The Service Processing Unit's primary function is to produce service summaries and ensure members receive credit for all services rendered. A service summary reflects the history of an individual's public service as it relates to the NYCERS system. It includes time served while a NYCERS member and time that was purchased or transferred by the member. The unit ensures that each member is credited for all services rendered and purchased.

Buy Back
When an individual begins working for New York City or another participating employer, they have the option of joining NYCERS if they are not eligible to join one of the other four NYC Retirement Systems. Some individuals opt not to join immediately. When an individual does become a member, they have the option of buying back the service for the time during which they were a New York City or New York State employee, but were not a NYCERS member, including previous memberships in other New York State public retirement systems. The Buy Back Unit processes the following types of buy back applications: Military and Previous City/State service. They also process claims for Layoff and Childcare Leave service during membership for certain titles.

Active Accounts Review
The Active Accounts Review Unit is responsible for determining the funding levels in Tier 3, 4 and Tier 6 members' Member Contributions Accumulation Fund {MCAF} and Tier 2, 3, 4 and Tier 6 members' Retirement Reserve Fund {RRF}. The unit determines if the members' accounts are fully funded/underfunded/or overfunded. If a deficit exists, the active member has the option of paying the deficit in a lump sum payment or through payroll deductions. In some plans the member must pay the deficit in order to be eligible for a Retirement Benefit.

Tier 1-2 Loans / Refunds
The Tier 1-2 Loans / Refunds Unit processes loan and excess contribution applications for Tier 1 and 2 NYCERS members. The unit also processes refunds of Member's Accumulated Salary Deductions and Additional Member Contributions. The unit also transfers members' accounts to other public retirement systems within New York State.

Tier 3, 4, and 6 Loans
The Tier 3, 4, and 6 Loans Unit processes loan applications for all NYCERS Tier 3, 4, and 6 members who are in a NYCERS plan that allows them to borrow money from their pension.

Preferred Skills and Experience:
You are a strong fit for this role if you meet the required experience and:

• Have knowledge of NYCERS

• Are an innovative and creative thinker

• Possess strong decision-making skills combined with the ability to optimize the use of all available resources and deliver high-quality results on multiple priorities that impact the business operations

• A flexible team player that can lead effectively as well as provide support to others

• Ability to write/edit written communication

• Ability to do detailed work and strategic level thinking

• Ability to review data, create and present detailed reports on processes as needed. Have an understanding of reporting requirements and forecasting

• Have excellent, written, verbal and interpersonal skills. Ability to work well in cross functional teams.

• Have excellent planning, organizational and time management skills

Minimum Qualification Requirements:

1. A baccalaureate degree from an accredited college or university including or supplemented by 12 credits in mathematics, statistics, accounting, and/or actuarial science and four years of satisfactory full-time experience implementing the provisions of a retirement plan involving the use of mathematical, statistical, actuarial or accounting computations, 18 months of which must have been in an administrative, managerial or executive capacity or supervising professionals implementing the provisions of a retirement plan involving the use of mathematical, statistical, actuarial or accounting computations; or

2. An associate degree or 60 credits from an accredited college or university, including or supplemented by 12 credits in mathematics, statistics, accounting and/or actuarial science and six years of satisfactory full-time experience as indicated in "1"; or

3. Education and/or experience equivalent to "1" or "2" above. However, all candidates must have 60 credits from an accredited college or university, including or supplemented by 12 credits in mathematics, statistics, accounting and/or actuarial science and the 18 months of experience in a supervisory, administrative, managerial or executive capacity as described in "1" above.

DATED: 1/3/2025   **POST UNTIL: UNTIL FILLED**   **NYCERS POSTING NUMBER:**
                                                                                                        009-25-0033

MINIMUM REQUIREMENTS ARE ATTACHED

New York City residency is required.

**This position is also open to qualified persons with a disability who are eligible for the 55-a Program.
Please indicate at the top of your resume and cover letter that you would like to be considered for the position through the
55-a Program.**

**Internal candidates must have been rated satisfactory or better on their last annual evaluation.
Applicants must either be eligible to be appointed into the title of Administrative Retirement Benefits Specialist
or be reachable on an active list or have a permanent comparable civil service title.**

**TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING POSTING NUMBER
009-25-0033 AND A COPY OF A CURRENT RESUME**

GO TO WWW.CITYJOBS.NYC.GOV AND SEARCH FOR JOB ID: 696097

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