



Service Counselor 2- Deceased Benefits

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, *RetireReadyTN*, 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 is responsible for determining benefits due to beneficiaries of active and retired members that have died.

Key Responsibilities:

- Answers inquiries related to active and retired deceased members and advises the beneficiary(s), administrators, and executors of benefits payable on behalf of members.
- Verifies documents and calculates all benefit payments payable to the beneficiary(s) of members.
- Keys benefit information and coordinates work on monthly and weekly death matches.
- Process refunds to beneficiaries for the deceased member's accounts.
- Calculates adjustments resulting from the death of beneficiaries; key appropriate information to Concord related to the death of retirees and beneficiaries; and performs other duties as assigned by the Supervisor of Deceased Benefits.
- Coordinates work with deceased benefits account technician to maintain a high level of control over the correspondence and prevention of overpayments of retired members.

Minimum Qualifications:

- Graduation from an accredited four year college or university and two years of successful employment in TCRS as a Service Counselor.
- Degree in math or business related field preferred.

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