



Service Counselor 3- Quality Control

Tennessee Department of Treasury

To apply, submit your resume to: Treasury.Resumes@tn.gov

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 providing a processing time of thirty days for retirement and service purchase applications.

Key Responsibilities:

- Serves as a reviewer for retirement benefits and prior service claims.
- Verifies all data used to compute a member's retirement benefit including five year average salary, creditable service, benefit plan selection, correct date of birth for member and beneficiary, correct benefit formula for membership classification, account balance at termination, correct date of retirement, correct retroactive payment, and correct separation of benefits by employer.
- Audits recalculations made to retiree benefits (option changes, etc), all data changes to payroll, and maintains a log of records processed outside of Concord (statewide retirement system).
- Verifies prior service claims for accuracy and eligibility for service credit under TCRS statutes and employer options.
- Reviews calculations for active member and retired member deaths.
- Reviews benefit transfer discrepancy report and identifies member records which need adjustments.

Qualifications:

- Graduation from an accredited four- year college or university.
- One or more years of experience as a service counselor in the Retirement Division or equivalent experience as an auditor.

Connect with Treasury Online

Facebook [@TNTreasury](#) | Twitter [@TNTreasuryDept](#) | LinkedIn [@Tennessee Department of Treasury](#)

The State of Tennessee is an Equal Opportunity Employer.
View other [career opportunities](#) at Treasury.