



## **Service Counselor 2- Member Services**

*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:**

The position is responsible for activities related to benefit calculation and prior service calculation claim processing for the defined benefit plan, as well as the retrieval of documents contained in each member's file.

### **Key Responsibilities:**

- Determines members' eligibility for retirement benefits; uses detailed calculations to determine monthly benefit amounts; reviews details of prior calculations and recalculates retiree benefits; keys data inputs and verifies transactions in the pension administration system.
- Provides exceptional customer service by responding to members' requests, telephone inquiries, and in-office visits; contacts personnel departments for verification of leave, salary, etc.
- Reviews member records to determine accuracy and requests changes to data as necessary.
- Reviews claims for service, determines eligibility based on training and verifies correct calculation of costs for service.
- Contacts employers and former employees by telephone and mail regarding membership eligibility, classification, certification, and creditability of service.
- Accurately calculates a minimum of 20 retirement benefits per week and completes prior service billings within four weeks of receipt.

### **Qualifications:**

- Graduation from an accredited four-year college or university.
- Bachelor's degree in math or business related field is required.

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