

**Position #000944**  
**Accountant (Banking Focus)**

**POSITION SUMMARY:**

Under general supervision of the Financial Management Supervisor within the Division of Trust Finance, Retirement Accounting Bureau, this position is responsible for analyzing bank statements and maintaining associated records and related member account transactions for the complex benefit programs administered by ETF. This includes tracking ETF member payment activities after creation of the payment through account clearing. This position updates member financial records in ETF internal benefit systems and within the state-wide accounting system in accordance with Generally Accepted Accounting Principles (GAAP), the Wisconsin Accounting Manual, state statutes and administrative code that govern ETF benefit programs. Incorrect reconciliations or processing of journal entries could affect member accounts and have a material impact on financial reporting.

This position serves as a liaison with both internal and external parties regarding member payments as well as collection of overpayments and works with other finance staff on accounting entries, adjustments, and write-offs. Responsibilities include providing customer service to Wisconsin Retirement System (WRS) members, their representatives, beneficiaries, tax agencies and insurance carriers through communicating various payment options, responding to inquiries, and collaboratively resolving issues.

Additionally, this position works closely with banking institutions and their representatives, as well with the Department's Benefit Initiation units, to resolve issues while providing the highest level of customer service.

**GOALS AND WORKER ACTIVITIES:**

- 45% GOAL A: Management of Bank Statement Receipt, Reconciliation, and Clearing for Wisconsin Retirement System (WRS) and related programs in accordance with Generally Accepted Accounting Principles (GAAP).
- A.1 Process all activities related to daily bank statement including payments to members, payment holds, reversals, rejections and change notifications. Interpret and analyze financial data to correctly determine next steps in payment completion.
  - A.2 Research and analyze members records, bank reports, ACH rejects, and other sources of information to respond to inquiries referred from internal service departments, members, their representatives, survivors, etc. regarding complex and sensitive payment questions and issues such as bank reclamations, overpayments, fraud, missing or misdirected payments, etc. As needed, update member records accordingly to maintain account accuracy.

- A.3 Use multiple financial systems to reconcile daily bank statements from initial review through clearing.
- A.4 Maintain strong professional communications and relationships with banking institutions to enable quick and appropriate resolutions to account issues and queries.
- A.5 Maintain policies and procedures that pertain to bank related transactions and operations, with attention to adherence to internal controls and audit compliance.
- A.6 Process Letters of Indemnity and update member accounts to reflect provisions of the letter as needed.
- A.7 Handle Office of Foreign Assets Control (OFAC) situations as identified during bank payment processing by researching and resolving member accounts as required.
- A.8 Display highest levels of customer service in contacting members and their beneficiaries to resolve payment discrepancies.
- A.9 Participate in the testing of updates or changes to the state-wide accounting system and ETF internal benefit systems related to banking transactions.

25% GOAL B: Processing and tracking of returned and uncashed checks to facilitate appropriate resolution to member accounts.

- B.1 Enter bank deposits into enterprise accounting system.
- B.2 Process vouchers using a complex chart of accounts into the State of Wisconsin Accounting System in accordance with GAAP to reissue special payments.
- B.3 Contact members to notify of stale-dated checks and determine resolution for completion of receipt of payment. Re-establish member accounts as needed.
- B.4 Track and maintain outstanding check spreadsheet and continue to work toward complete processing of payment. Financial Specialist
- B.5 Track and process returned checks and work with other agency units to identify and implement payment process to complete the payment transaction.
- B.6 Identify need and facilitate use of Transfers by Affidavit to ensure completion of payments to appropriate parties.

10% GOAL C: Implementation and tracking of Income Withholding Orders and Tax Levies or other account adjustments to member accounts.

- C.1 Process all Income Withholding Orders (IWO) upon receipt and monitor through amendments and termination, ensuring orders are applied to member accounts and transactions as identified within the order.
- C.2 Work collaboratively with the Wisconsin Department of Children and Families to accurately implement and maintain Child Support IWOs.
- C.3 Process all federal and state tax levies received to appropriately apply

to member accounts and maintain terms of the order.

- C.4 Communicate with the Wisconsin Department of Revenue to resolve members issues with Wisconsin tax levies.
- C.5 Work with the Internal Revenue Service to resolve ETF member issues related to payment withholding for federal tax levies.
- C.6 Develop and maintain strong inter-departmental relationships to provide appropriate resolution and the highest levels of customer service.

10% GOAL D: Performance of reviews of select processes and functions.

- D.1 Assist in the review of selected processes for efficiency, effectiveness and appropriate controls.
- D.2 As assigned, develop recommendations for improvements to existing processes to achieve management goals.
- D.3 Assist in the development of implementation plans for GAAP compliance.
- D.4 Document procedures as assigned.
- D.5 Assist with the design and testing of accounting procedures.
- D.6 Participate in the design, development, testing and implementation of departmental management information systems.
- D.7 Assist with developing and maintaining central location for WRS employer functions and procedures.

10% GOAL E: Performance of special assignments, training, and/or support of the Bureau.

- E.1 Provide backup to other members of the Trust Finance team as needed.
- E.2 Serve as the primary trainer and present informational sessions for staff on banking related activities.
- E.3 Process Public Safety Officer deduction reports. Financial Specialist
- E.4 Process miscellaneous vouchers as needed. Financial Specialist
- E.5 Participate in team projects as assigned.
- E.6 Miscellaneous duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

1. Effective written and oral communication skills.
2. Commitment to excellent customer service.
3. Knowledge of Generally Accepted Accounting Principles (GAAP).
4. Knowledge of and demonstrated ability working with State accounting system and ETF internal benefit systems.
5. Knowledge of Department programs and purposes, including applicable statutes and administrative code.
6. Ability to analyze facts and problems, infer and decide on potential and appropriate solutions.
7. Demonstrated reconciliation methods and techniques.
8. Ability to work effectively in a team environment.
9. Ability to prioritize and manage multiple priorities and work effectively under pressure.
10. Knowledge of planning and organizing work to meet deadlines or unanticipated needs or priorities.
11. Knowledge of billing and collection practices.
12. Skill in conflict resolution and negotiation.
13. Demonstrate research methods and techniques.
14. Ability to analyze, interpret, explain, and apply laws, rules, contract language, policies and procedures.
15. Ability to explain technical concepts to a variety of customers with diverse backgrounds.
16. Intermediate skill in the use of computers and software systems and programs (e.g. Microsoft Office).
17. Ability to understand and comply with all ETF and enterprise security standards, policies, processes and procedures.
18. Knowledge of ETF write-off policies for benefit overpayments and premium underpayments.
19. Knowledge and understanding of the mission, organization, and activities of the Department.

**Position #336411**  
**Accountant (Collections Focus)**

**14. POSITION SUMMARY:**

Under general supervision of the Financial Management Supervisor within the Division of Trust Finance, Retirement Accounting Bureau, this position is responsible for maintaining and analyzing accounts receivable financial records for the complex benefit programs administered by ETF. This includes accounts receivable billing and collection activities. This position updates member financial records in ETF internal benefit systems and within the state-wide accounting system in accordance with Generally Accepted Accounting Principles (GAAP), the Wisconsin Accounting Manual, state statutes and administrative code that govern ETF benefit programs. Incorrect processing and journal entries could affect over 1,500 member accounts and may have a material impact on financial reporting.

This position serves as a liaison with internal and external parties regarding accounts receivable billing and collection and works with other finance staff on accounting entries, adjustments, and write-offs. Responsibilities include providing customer service to Wisconsin Retirement System (WRS) members, their representatives, beneficiaries, tax agencies and insurance carriers through communicating various payment options, responding to inquiries and resolving billing issues and disputes.

Additionally, this position is responsible for the processing and accounting of WRS member account adjustments, including service purchase applications and qualified domestic relations orders.

**15. GOALS AND WORKER ACTIVITIES:**

35% GOAL A: Establishment and maintenance of accounts receivable records for various benefit programs.

- A.1 Set-up customer records in state-wide accounting system to establish accounts receivable.
- A.2 Create accounts receivable invoices and mail to members.
- A.3 Manage shared email box, responding to inquiries of internal staff and third parties, such as Department of Revenue and third-party administrators of benefit programs.
- A.4 Research and respond to inquiries from members, their representatives, or beneficiaries regarding accounts receivable balances.
- A.5 Provide guidance and technical expertise related to account receivables and collection efforts. Review, analyze, and resolve issues.

- A.6 Review aged accounts receivable and initiate write-off of uncollectible accounts according to statutes, policy and procedures.
- A.7 Determine and take appropriate action to adjust accounts receivable financial records in state accounting system per ETF program staff or third-party administrators.
- A.8 Act as bankruptcy specialist for division. Verify Chapter 13 Proof of Claims when required; updating state-wide accounting system accordingly. Make policy recommendations for bankruptcy processing.
- A.9 Work with program areas to design and implement process for the accounting and processing of new accounts receivable types.
- A.10 Participate in the testing of updates or changes to the state-wide accounting system and ETF internal benefit systems related to accounts receivable.

35%

Goal B: Performance of collection activities of accounts receivable.

B.1 Serve as Department expert on cases by advising the Supervisor on collection issues, policies and procedures.

B.2 Train other staff in collection practices and procedures.

B.3 Review open accounts for collection efforts. Maintain and effective system/process to monitor accounts, based on collection method taken.

B.4 Determine appropriate collection method and take action based on that method. Initiate correspondence with member, update ETF internal systems as necessary (i.e. annuity benefit deductions), and work with third-party administrators (i.e. to collect through life insurance benefit), ETF program staff and tax agencies as necessary.

B.5 Prepare and send letters regarding accounts receivable balances and collection efforts. This includes statements, dunning letters and other appropriate communication.

B.6 Respond to collection inquiries from internal staff, third parties and members, explaining technical aspects of statutes, administrative code and department policy when necessary.

B.7 Identify issues attributing to account delinquency and discuss with management.

B.8 Where applicable, establish payment schedules with members and explain the consequences of failure to comply with the payment plan.

B.9. In accordance with statutes and policy, refer collections to the

Department of Revenue and monitor for payments coming through this process.

25% GOAL C: Processing and updating of accounting records related to WRS member account adjustments.

C.1 Process service purchase applications, updating member financial records in ETF internal benefit systems and state-wide accounting system as appropriate.

C.2 Process Qualified Domestic Relation Orders (QDROs), updating member records in ETF internal benefit systems.

5% GOAL D: Performance of other tasks as backup for primary performer or as assigned by Supervisor.

**KNOWLEDGE, SKILLS AND ABILITIES:**

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4. Knowledge of and demonstrated ability working with State accounting system and ETF internal benefit systems.
5. Knowledge of Department programs and purposes, including applicable statutes and administrative code.
6. Ability to analyze facts and problems, infer and decide on potential and appropriate solutions.
7. Demonstrated reconciliation methods and techniques.
8. Ability to work effectively in a team environment.
9. Ability to prioritize and manage multiple priorities and work effectively under pressure.
10. Knowledge of planning and organizing work to meet deadlines or unanticipated needs or priorities.
11. Knowledge of billing and collection practices.
12. Skill in conflict resolution and negotiation.
13. Demonstrate research methods and techniques.
14. Ability to analyze, interpret, explain, and apply laws, rules, contract language, policies and procedures.
15. Ability to explain technical concepts to a variety of customers with diverse backgrounds.
16. Intermediate skill in the use of computers and software systems and programs (e.g. Microsoft Office).
17. Ability to understand and comply with all ETF and enterprise security standards, policies, processes and procedures.

18. Knowledge of ETF write-off policies for benefit overpayments and premium underpayments.
19. Knowledge and understanding of the mission, organization, and activities of the Department.

(Rev. 2/19)