

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 overpayment 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 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 resolving billing issues and disputes.

Additionally, this position is responsible for the processing and accounting of WRS member account adjustments, including service purchase applications, additional contributions, and variable fund transfers.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 650,000 members receiving over \$6 billion in retirement benefits and \$1.6 billion in health benefits annually. This position directly supports the agency strategic goal focused on building a talented and agile workforce necessary for achieving the department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. The incumbent will have a commitment to creating a diverse and inclusive work force.

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 overpayments. 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 overpayment activities of accounts receivable.

- B.1 Serve as Department expert on cases by advising the Supervisor on overpayment issues, policies, and procedures.
- B.2 Train other staff in overpayment practices and procedures.
- B.3 Review open accounts for overdue status. Maintain an effective system/process to monitor accounts, based on recovery method taken.
- B.4 Determine appropriate recovery 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 recovery and payment methods. This includes statements, dunning letters and other appropriate communication.
- B.6 Respond to overpayment 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 receivables to the Department of Revenue and monitor for payments coming through this process.

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

- C.1 Maintain the check payment log for daily receipts, including forwarding payments for deposit or to lockboxes or members and forwarding receipt information to other internal business units.
- C.2 Audit adjustments to member financial records in ETF internal benefit systems and state-wide accounting system as appropriate.
- C.3 Serve on team processing member account adjustments, including additional contributions, service purchases, and variable fund transfers according to cyclical needs.

5% GOAL D: Performance of special assignments, training, and/or support of the Bureau.

- D.1 Provide backup to other members of the Trust Finance team as needed.
- D.2 Participate in team projects as assigned.
- D.3 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.

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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.

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