

Position #336426
Trust Funds Director
Deputy Bureau Director

POSITION SUMMARY

Under general supervision of the Deputy Administrator of the Division of Benefits Administration, the Director of the Employer Services Bureau provides strategic and operational leadership to the Bureau and is responsible for managing and directing the delivery and operations for employer services administered by the Department of Employee Trust Funds. This includes, but is not limited to, employer communication, member transaction processing, annual Wisconsin Retirement System (WRS) employer/member reconciliation, enrollment/eligibility functions for ETF-administered benefit programs, exception reporting from member databases, issuance of departmental determinations, and establishment of employer education, communication, and service policies.

This position is also responsible for ensuring the Bureau's compliance with Department internal control standards and Internal Revenue Code requirements for public pension systems, resolving program operational problems, supervising subordinate staff, and developing policies and procedures to carry out the Bureau's programs. This position assists the Deputy Administrator with other external contacts (such as governing boards or vendors) as needed.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 630,000 members receiving \$5.6 billion in retirement benefits and \$1.6 billion in health benefits annually. This position directly supports achieving the Department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

GOALS AND WORKER ACTIVITIES:

30% GOAL A: Direction of Employer Services Bureau Operations

- A.1 Direct ESB business operations to maintain and enhance the quality, efficiency, and timeliness of services to members and employers of the WRS
- A.2 Develop and implement an internal control structure within the Bureau to assure that business processes are designed according to Departmental internal control standards.
- A.3 Continuously assess the quality of service delivery to WRS employers and others. Develop, implement, and monitor quality improvement strategies, initiatives, and projects.
- A.4 Participate in Division and Department processing, redesign, and implementation. Direct the implementation of new technology within the Bureau and direct continued reengineering of business functions.
- A.5 Manage all bureau technologies to enhance and maintain a "state of the art" communications line for employers.
- A.6 Continuously identify business functions that can be automated and develop proposals to implement new automation. Conduct cost/benefit analyses of automation proposals.
- A.7 Incorporate new and existing technology to enhance the ability of the Bureau to meet increased workload demands with existing resources.
- A.8 Support and coach supervisors through transition and adoption of automation efforts.

(Rev. 08/2024)

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25% GOAL B: Strategic Management of the Employer Services Bureau

- B.1 Develop and monitor short and long-range service goals and objectives that are in line with the Bureau, Division, and Agency strategic initiatives and vision.
- B.2 Communicate strategic plans and initiatives effecting programs and processes in the Bureau.
- B.3 Serve as a liaison from the Division of Benefits Administration to other Divisions within the Department to assure there is continuity of information and identification of problems and issues at an early stage and to make sure stakeholder interests are represented.
- B.4 Work closely with cross-functional teams to develop and implement change management plans to include communications, training, and coaching.
- B.5 Develop, implement, and monitor plans affecting Bureau organization, staffing, workload, resource allocation, and budget to meet anticipated business needs on a short- and long-term basis.
- B.6 Address workload demands through development of organizational planning, staff reallocation, cross-training, automation, temporary staffing, and other methods.
- B.7 Establish Bureau priorities and allocation of budget and staff resources. Conduct cost/benefit analyses of processes in the Bureau and implement changes to provide efficient use of resources.
- B.8 Develop Biennial Budget proposals that address resource needs of the Bureau and identify alternative approaches to address those resource needs.
- B.9 Direct the allocation of the Bureau's fiscal year budget including review and approval of overtime, extra time or LTE expenditures, training budget and supplies and services expenditures.

20% GOAL C: Supervision of Assigned Bureau Staff

- C.1 Supervise, mentor, evaluate, assign work, and train Bureau staff.
- C.2 Recommend, initiate, and provide direction to staff in personnel actions such as recruitment and hiring, reclassifications, reallocations, and terminations as needed to ensure effective and efficient daily operations.
- C.3 Develop and implement standards, objectives, and requirements to evaluate employee performance, take appropriate disciplinary action, acknowledge, or provide formal recognition for good performance and resolve grievances. Review performance evaluation recommendations.
- C.4 Develop, oversee, and support programs assisting in the on-going training and development of employees.

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- C.5. Motivate and lead staff to effectively carryout Bureau, Division, and Department missions, objectives, and goals.
- C.6. Provide direction to staff in appropriate motivation and discipline of employees, including the mentor and counsel of employees.
- C.7. Provide direction and assistance in the implementation of the agency's equity and inclusion initiatives as well as health & safety programs.

20% GOAL D: Development and Implementation of Legislation, Administrative Rules, and Program Policy.

- D.1. Identify, recommend, and advocate for policy changes to enhance customer service and simplify administration.
- D.2. Oversee and manage the development and delivery of comprehensive policy training for staff.
- D.3. Make presentations to Executive Management, Division administrators or the retirement Boards on policy matters or customer service issues as requested.
- D.4. Coordinate implementation of new laws, administrative rules, and policies with other Bureaus or Divisions within ETF as necessary.
- D.5. Participate in development of legislative proposals being considered by the Department to provide input on administrative and customer service impact, expressing the impact of such changes on participating employers.
- D.6. Independently develop proposals for policy, administrative rule, and legislative changes for presentation to the Policy Committee or Division Administrator.
- D.7. Consult with unit Policy and Training staff to develop a comprehensive policy information and training system for staff.

5% GOAL E: Other duties as assigned.

- E.1. Carry out special assignments to respond to the needs of the Division and Department.
- E.2. Provide support and/or consultation to the Department and other business units as needed.
- E.3. Prepare special reports and recommendations as required.

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KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of State and federal laws, rules and regulations governing benefit programs.
2. Knowledge of Department, Division and Bureau policies and procedures.
3. Highly developed written and oral communication skills and techniques including both technical and business communications.
4. Ability to establish productive and efficient working relationships with others internal and external to the organization.
5. Ability to work effectively with others who may have different perspectives, backgrounds, and/or styles.
6. Effective public relations and customer service skills and techniques.
7. Experience applying conflict resolution methods and techniques.
8. Highly developed leadership and managerial skills, including skill in quality improvement, team- and capacity-building, and related administrative management and supervisory techniques.
9. Knowledge of personnel management principles, techniques, and procedures, including methods to assess staff capabilities.
10. Knowledge of staff development and adult training methodologies and techniques.
11. Skill in policy and program development, analysis, evaluation, and oversight
12. Ability to apply new concepts and principles to address problems.
13. Ability to apply strategic planning methods and techniques
14. Knowledge of quality improvement philosophy, methods, and techniques.
15. Knowledge of data gathering and interpretation of data and metrics.
16. Knowledge of change management methods and techniques.
17. Skill in applying the principles and techniques of sound fiscal management.
18. Knowledge of fundamentals of accounting controls.
19. Ability to work in a rapidly changing and fast paced work environment.
20. Knowledge of business process automation.
21. Commitment to creating a diverse and inclusive work force.
22. Ability to understand and comply with all ETF and enterprise security standards, policies, and processes.