

## **POSITION #035148**

Trust Funds Supervisor – Disability Programs Section

### **POSITION SUMMARY**

Under the general supervision of the Benefits Services Bureau Director, this position directs staff of the Disability Programs Section in the timely and accurate calculation of disability benefits resulting from applications submitted to the Wisconsin Retirement System, and for adjustments to those benefits as needed. Participates in planning and implementing new programs, laws and rules that affect Section operations. Responsibilities include management of all benefit computation activities; provision of information to members; development of procedures and forms to assure proper administration of Department programs; and problem identification/resolution assistance to the Bureau Director. Responsible for developing, overseeing and monitoring the integrity of benefit computation systems in accordance with Department Internal Control Standards.

### **GOALS AND WORKER ACTIVITIES**

**30% Goal A: Management of Section workload and workflow to enhance and maintain the quality and timeliness of customer services provided.**

- A.1 Create, staff, and maintain a productive work team to serve WRS members timely, accurately, and courteously.
- A.2 Evaluate the Department's customer service needs and assist the Bureau Director in developing short- and long-range service goals and objectives for the Section. Implement and monitor quality improvement strategies, initiatives, and projects.
- A.3 Develop and implement work plans and maintain staff schedules that ensure workload is handled effectively and efficiently, and that adequate customer service is provided.
- A.4 Develop Section statistics reports for trend analysis and staff planning. Analyze Bureau and individual staff statistical reports and identify service problem areas. Recommend and implement short- and long-term corrective measures.
- A.5 Develop and implement plans for Section organization, staffing allocation, temporary staffing, workload shifting, automation, and cross-training to meet current and future workload needs.
- A.6 Effectively manage funds allocated for overtime and extra hours to ensure maximum benefit and productivity.
- A.7 Identify training and education needs of new and existing staff. Direct development and implementation of employee training/education programs and monitor results.

- A.8 Identify and recommend modifications and/or enhancements to automated systems to improve operational efficiency and effectiveness.
- A.9 Assess Section needs for staffing and other resources. Develop budget proposals with appropriate justification for Bureau Director to secure required resources.

**25% GOAL B: Supervision of Bureau staff.**

- B.1 Develop and update employee position descriptions. Evaluate and prepare written justification for reclassifications or reallocations as appropriate.
- B.2 Establish employee performance standards; monitor on-going compliance and conduct annual evaluations. Recommend and institute performance improvement initiatives and corrective actions.
- B.3 Manage and maintain leave accounting reporting and vacation schedules.
- B.4 Enforce agency work rules. Recommend and carry-out disciplinary actions up to and including discharge. Investigate and attempt to resolve work-related complaints and grievances.
- B.5 Develop recruitment plans, interview candidates and make recommendation on hiring of permanent, project, limited term (LTE) and contract employees to the Bureau Director.
- B.6 Create and maintain a positive work environment that promotes teamwork, enhances employee morale and ensures cooperative and effective working relationships with other ETF employees.
- B.7 Support and promote departmental policies and programs including Affirmative Action/Equal Employment Opportunity, Health and Safety, Employee Assistance, Family/Medical Leave, etc.

**25% GOAL C: Direction of Section customer service.**

- C.1 Direct staff in providing complete, accurate and timely benefit calculations.
- C.2 Direct staff in effectively responding to internal and external benefit and other inquiries.
- C.3 Direct staff in the accurate interpretation and application of laws, rules, and policies.
- C.4 Evaluate the quality of service delivery and the Department's customer service needs and develop short and long-range service goals and objectives. Implement and monitor quality improvement strategies, initiatives, and projects.

- C.5 Develop, review, and recommend revisions to benefits in Department publications.
- C.6 Use and integrate Department communication technologies including electronic mail, voice mail, Internet, Intranet, and Document Imaging for effective Section operations.
- C.7 Continuously assess the quality of service delivery to WRS participants and business partners and develop and implement quality improvement measures strategies.

**10% GOAL D: Implementation of new laws, rules, regulations, policies and/or program changes impacting WRS benefits.**

- D.1 Research, analyze, and interpret new or changing laws, rules, regulations or policies governing WRS disability and other benefit programs and determine impact on Section operations and functions.
- D.2 Identify and advocate for policy changes to enhance customer service and simplify administration.
- D.3 Identify issues, problems, inconsistencies or contradictions that require clarification and resolution. Communicate to Bureau Director with assessment and recommendations.
- D.4 In coordination with other departmental sections, bureaus and divisions, assist Bureau Director in developing implementation plan and timetable. Identify Bureau's role in implementation including critical tasks and assignments.
- D.5 Assess Bureau needs for staffing and other resources to efficiently and effectively implement changes. Communicate to Bureau Director with appropriate justification.
- D.6 Develop new and/or revise existing work instructions and procedures needed to implement changes. Identify, plan and direct necessary training of staff.
- D.7 Determine required electronic program modifications. Direct preparation of applicable project requests and serve as user project manager for program testing and validation.
- D.8 Review and recommend revisions to benefit information publications (e.g., forms & brochures) and other communication media (e.g., ETF Community articles).

**5% GOAL E: Management of all section technologies to maintain and enhance services.**

- E.1 Participate in the design, testing and implementation of system projects and enhancements. This includes working with vendors, business partners, and

internal information technology staff to ensure timely problem resolution and workable upgrades.

- E.2 Evaluate base infrastructure technologies and use them to their fullest functional capacities.
- E.3 Investigate, evaluate and recommend hardware and software technology changes to improve staff efficiency and effectiveness. Prepare cost/benefit analysis as required.
- E.4 Direct all technology planning, testing and implementation as it affects the bureau.

**5% GOAL F: Provision of program and policy support to Bureau Director and Division Administrator.**

- F.1 Provide accurate and detailed information to legislators, attorneys, auditors, third-party contractors, and employers within confidentiality guidelines.
- F.2 Investigate and provide oral/written responses to more complicated requests, inquiries, and complaints.
- F.3 Evaluate, recommend, and implement new technologies to improve the efficiency and effectiveness of operations, and to better serve the needs and demands of customers.
- F.4 Direct and/or serve on work groups, project teams, and committees.
- F.5 Perform other special assignments as directed by Bureau Director.

**KNOWLEDGE, SKILLS AND ABILITIES**

1. Highly developed oral and written communication skills.
2. Interpersonal and team building skills to develop and sustain effective working relationships
3. Knowledge of effective time management, organizational and priority setting techniques, including the ability to prioritize for effective workload management and handle multiple priorities simultaneously
4. Knowledge of data gathering and statistical analysis techniques.
5. Knowledge of employee and public government benefit program administration.

6. Knowledge of and ability to interpret and apply State and federal laws, administrative code, rules and regulations governing the WRS and other ETF administered benefit plans, specifically those related to retirement, disability, and death benefit eligibility, processing, calculations, and adjustments.
7. Effective critical thinking and analytical skills.
8. Knowledge of research techniques and ability to identify problems and recommend solutions.
9. Knowledge of principles of information system technology.
10. Knowledge of strategic planning techniques.
11. Knowledge of practices and methods used in issue, policy and program analysis.
12. Knowledge of grievance procedures and standard progressive discipline concepts as related to personnel rules.
13. Excellent customer service skills, including the ability to facilitate difficult and sensitive employee and customer interactions.
14. Knowledge of conflict resolution methods and techniques.
15. Knowledge of supervisory principles and procedures
16. Knowledge of hiring and interviewing methods and techniques
17. Knowledge of methods to assess staff capabilities and performance evaluation
18. Ability to train staff on complex program policies and procedures
19. Ability to set short and long-term goals
20. Knowledge of project management methods and techniques
21. Ability to develop and maintain a work climate that encourages cooperation and teamwork.
22. Ability to maintain confidential information in accordance with policies, guidelines and direction from manager.
23. Ability to understand and comply with all ETF and enterprise security standards, policies, and processes.
24. Commitment to creating a diverse and inclusive work force.