



Austin Fire Fighters Relief & Retirement Fund

Job Title: Benefits Specialist

Position Type: Full Time

Salary Range: \$ 60,000 - \$ 68,000

Job Location: Austin Fire Fighters Relief & Retirement Fund (AFRRF) Pension Office, Austin, TX

Summary

The Benefits Specialist works with the Benefits Manager in highly detail-oriented benefits administration work. Benefits administration is an AFRRF core function and includes providing pension benefit counseling, retirement calculations, benefit application processing and other services to AFRRF's more than 2,100 members, retirees, and beneficiaries. Work involves determining benefits eligibility, processing applications for benefits, providing guidance to members with retirement and benefits program inquiries, and assists in developing policies and procedures.

Duties/Responsibilities

- Assist with processing monthly retiree payroll transactions such as annuity payments, tax withholding information, bank account information, and insurance changes, as provided by the City of Austin to custodian benefit payments system.
- Assist with processing bimonthly contributions.
- Assist with processing monthly insurance election changes and updates to the pension software.
- Assist with conducting individual or group retirement or benefit seminars (e.g. retiree members; pre-retirement seminars; cadet orientation).
- Assist with publishing member benefits guide, annual member statements, newsletters, and other various benefits communication materials.
- Assist with analyzing and ensuring proper and accurate calculation, documentation preparation, and processing for different types of retirements.
- Assist with providing consultative services to active and retired members and their beneficiaries, and other interested parties regarding their retirement, including explanation of available options for retirement benefits, eligibility determination, and analysis of their lifetime annuities.
- Assist with counseling terminated employees regarding retirement or refund options.
- Assist with auditing member records for accuracy and document inclusion.
- Assist with reviewing and initiating lump sum disbursement payments, including withholding of applicable tax.
- Assist with updating member files in the pension administration system to reflect contact information changes such as address changes and bank information changes.
- Assist with maintaining records in compliance with established records retention schedule including filing, scanning, and indexing retired and active member documents.
- Assist with updating annual insurance premium conversion and the yearly pension administration software health insurance codes.

- Assist with reconciling contributions coming in and distributions going out as recorded in the pension administration system versus the custodial bank.
- Performs other duties as needed or assigned by the Executive Director.

Education, Experience & Skills

- Bachelor's degree plus three years of experience; or any equivalent combination of education and experience that provides the required knowledge, skills, and abilities.
- Knowledge of standard office practices and procedures.
- Knowledge of retirement plan policies.
- Knowledge of principles of pension plan design.
- Knowledge of procedures for calculation of retirement benefit amounts.
- Knowledge of retirement administration software, word processing, accounting, and spreadsheet software.
- Operate a computer and basic office equipment.
- Ability to compile, read, and analyze data and statistics.
- Ability to conduct thorough research and analysis.
- Ability to perform mathematical computations.
- Ability to regularly perform highly detail-oriented tasks.
- Ability to establish and maintain effective working relationships with co-workers, members of the retirement system, and the general public.
- Ability to communicate effectively, both orally and in writing.

Preferred Qualifications

- Customer service experience, preferably in benefits administration.
- Experience in public pension, retirement or financial services administration.

Compensation/Benefits

AFRRF offers competitive compensation, which will consist of a base salary and the City of Austin's comprehensive benefits package, including medical, dental and vision insurance provided at no cost, life insurance, short- and long- term disability coverage, paid sick and vacation leave, modern and centrally-located office space, potential for remote work opportunities, and participation in a generous Simplified Employee Pension (SEP) plan for retirement savings.

AFRS Overview

Austin Fire Fighters Relief & Retirement Fund (AFRRF) is a municipal public retirement system established in 1937 to provide retirement, disability and death benefits to firefighters employed by the City of Austin. AFRRF manages more than \$1.1 billion in trust fund assets and serves over 2100 members.

Please send applications to staff@afrs.org.

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