

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 2855510**

<b>Retirement Program Administrator 1, Grade 25</b>	<b>2855510</b>
<b>Retirement Program Administrator 2, Grade 27</b>	<b>2855520</b>
<b>Retirement Program Administrator 3, M-4</b>	<b>2855530</b>
<b>Retirement Program Administrator 4, M-5</b>	<b>2855540</b>

Brief Description of Class Series

Retirement Program Administrators manage and direct organizational units or bureaus within the Office of the State Comptroller's New York State & Local Retirement System (NYSLRS) Division. The positions manage services that support the operational goals and objectives of NYSLRS. These services include managing Division administrative activities; disseminating retirement information to members, employers, pensioners, and beneficiaries; reviewing and processing ordinary and disability retirement applications; registering and maintaining member accounts; reviewing and processing service credit requests and adjustments, and calculating benefits; reviewing and processing death benefits; processing loan applications and payments; determining and issuing refunds and credit adjustments; maintaining and executing employer billing; monitoring and facilitating employer reporting; reviewing and adjusting member source data; setting up and executing pension payrolls and disbursements; and providing operational support related to maintenance and improvement of the pension administration system. These positions apply in-depth knowledge of Retirement and Social Security Law (RSSL), the Comptroller's Rules and Regulations and other laws, retirement policies, and procedures.

These positions are classified only at the Office of the State Comptroller (OSC).

Distinguishing Characteristics

Classification of positions in this series is determined by the presence of multiple factors impacting the difficulty level of managerial responsibilities. Factors considered in determining the classification level include: the independence and level of authority under which the position operates; the size, complexity and scope of the Retirement area overseen; number of subordinate staff; diversity of retirement programs overseen; authority that may be required of the position by Retirement Law, rules, or regulations; and frequency of changes in law, resulting in changes to policy and procedure.

*Retirement Program Administrator 1: management level; supervises Employees'*

Retirement System Examiners and/or Retirement System Information Representatives; oversees multiple sections, units, or business functional areas that require highly specialized knowledge in one or more fields of Retirement law and policy; may implement policies; and may serve as an expert witness for administrative hearings.

*Retirement Program Administrator 2:* functions as a bureau manager; oversees multiple sections, units, or business functional areas led by Employees' Retirement System Examiners 5, or Retirement Program Administrators 1; makes recommendations for business process improvements and prioritization of work items; implements policies; and may serve as an expert witness for administrative hearings.

*Retirement Program Administrator 3:* bureau director; oversees multiple sections, units, or business functional areas led by Retirement Program Administrators 1 or 2; proposes and recommends Bureau policy and establishes bureau priorities; plans, organizes, and implements bureau activities.

*Retirement Program Administrator 4:* bureau director of the largest Retirement Bureaus; oversees multiple sections, units, or business functional areas led by Retirement Program Administrators 1 or 2; proposes and recommends Bureau policy and establishes bureau priorities; plans, organizes, and implements all bureau activities.

### Illustrative Duties

*Retirement Program Administrator 1:* develops strategies, work plans, and priorities, and communicates these to assigned staff; oversees business process optimization and coaches section supervisors on workforce development and training needs to meet service levels; interprets proposed and actual changes to RSSL and other Retirement related law, the Comptroller's Rules and Regulations, and Retirement policies and procedures related to or impacting the program area and communicates these to staff; drafts revised or new procedures and business rules for review by management; monitors workforce production, operational metrics, and reporting to support making recommendations about managing workload, optimizing business processes, and streamlining staffing allocations; independently oversees the implementation of changes in RSSL that are of small to medium scope; represents the division in meetings with retirement system members, legislators, and the public, as necessary; may review and recommend final determinations on difficult or sensitive cases involving precedent setting policy determinations and complex interpretations of the law; implements rules, or regulations within the assigned bureau; prepares and drafts written communications concerning changes in law, policy, and procedure for internal and external audiences; and as assigned, serves as a member of various Retirement administrative review boards.

*Retirement Program Administrator 2:* performs the duties described for Retirement Program Administrators 1; reviews and recommends final determinations on difficult or sensitive cases, involving precedent setting policy determinations and

complex interpretations of the law; implements rules, or regulations within the assigned bureau; analyzes proposed or actual changes to Retirement related laws and other policies and procedures; drafts related division policies or revises bureau procedures; analyzes operational metrics and reporting to make data driven decisions about managing workload, optimizing business processes, and streamlining staffing allocations; assists in developing and implementing business continuity plans; serves as chair for various Retirement Division boards such as the disability review and accident review boards; may serve as the State Social Security Administrator; and may serve as an expert witness for administrative hearings in routine matters of dispute.

*Retirement Program Administrator 3:* performs the duties described for Retirement Program Administrators 1 and 2; manages business processes and automated systems to ensure the proper and uniform applications and interpretations of the RSSL, Comptroller's Rules and Regulations, and departmental policy; provides advice to the Deputy Comptroller and the Assistant Comptroller on major policy initiatives, including the formulation and implementation of policies and procedures that have a direct influence on agency objectives; leverages workforce productivity and operational metrics to efficiently manage workload, optimize business processes, and effectively allocate staffing resources; manages succession planning and labor management issues for an assigned bureau; develops and implements business continuity plans; interprets policy and provides direction to staff in an assigned bureau; serves as an expert witness for administrative hearings; responds to correspondence of a difficult nature on behalf of division and executive management; and when assigned to the Disability Services Bureau, serves as chairperson of the administrative board and is responsible for ruling on disability retirement applications.

*Retirement Program Administrator 4:* determines bureau priorities; assesses the impact of pending and new legislation, court decisions, and policy determinations on bureau and cross-bureau operations; develops and implements business continuity plans; develops and implements bureau, division, and department-wide policy; represents the Comptroller in correspondence and meetings with members, employers, and the public; develops the bureau's strategic business plan; serves as an expert witness for the retirement system in precedent-setting cases; recommends changes in RSSL and NYCRR for the Comptroller's legislative agenda; oversees analysis of workforce productivity and operational metrics as a means to efficiently balance workload and staffing allocations to optimize business processes; and proposes and sponsors large projects related to the implementation of new legislation or process improvements.

### Minimum Qualifications

#### *Retirement Program Administrator 1*

Promotion: one year of service as an Employees Retirement System Examiner 5, or Retirement System Information Representative 3.

*Retirement Program Administrator 2*

Promotion: one year of service as a Retirement Program Administrator 1, Employees Retirement System Examiner 5, or Retirement System Information Representative 3.

*Retirement Program Administrator 3*

Promotion: one year of service as a Retirement Program Administrator 1 or 2.

*Retirement Program Administrator 4*

Promotion: one year of service as a Retirement Program Administrator 2 or 3.

**Note:** Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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