Oklahoma Public Employees Retirement System
Vacancy Notice: Retirement Education Coordinator (unclassified)

OPERS is accepting applications for two vacant Retirement Education Coordinator positions. To apply, submit your resume ***and*** an OPERS employment application (available at www.opers.ok.gov/jobs) using one of the following:

Email:	dbyrd@opers.ok.gov (include in the subject line "Retirement Education Coordinator Search")
Fax:	(405) 848-5967
US Mail:	Oklahoma Public Employees Retirement System ATTN: Human Resources 5801 Broadway Ext., Suite 200 Oklahoma City, Oklahoma 73118

All OPERS positions are located at 5801 Broadway Ext., Suite 200, Oklahoma City, OK 73118. Regular business hours are 8:00 a.m. until 5:00 p.m., Monday through Friday.

To be considered, the required application materials (resume ***and*** an OPERS employment application) must be received by the application deadline.

Application Deadline:	Friday, October 16, 2015, by 5:00 p.m.
Job Title:	Retirement Education Coordinator
Number of Vacancies:	2
Hiring Rate:	$45,849 per year

Summary: These positions are responsible for creating, editing and presenting retirement education programs for members and employers of the various retirement plans administered by the Oklahoma Public Employees Retirement System (OPERS). One position will be primarily responsible for the Defined Contribution Plans and the other position will be primarily responsible for the Defined Benefit Plans. Duties include giving group presentations, and creating, editing, and publishing content for agency publications. May serve as the agency's publications officer and liaison with the Oklahoma Department of Libraries.

Essential Functions: The essential functions of these positions include, but are not limited to, the following:

Presentation of Retirement Education Programs

- Serve as the primary point of contact for communication and education services for the agency. Respond to inquiries from members and coordinators over the phone, through email and via the website in an accurate and timely fashion.
- Assist in the development of comprehensive programs to educate participants and employers on issues related to the OPERS plans.
- Present educational programs to member and employer audiences, travel to presentation locations, set up equipment, interact with attendees, and follow up on unresolved issues.
- Provide all advance work for seminars and other special events, including scheduling locations, providing means for registration and confirmations, maintaining attendee database, and making all other necessary arrangements.
- Maintain effective working relationships with participating employers and other interested parties.
- Research and keep up to date on established industry studies or resources from other public retirement systems across the country regarding retirement education.
- Research and maintain comprehensive retirement education programs including scripts, PowerPoint and other visual presentations and printed materials.
- Conduct research and continuously update program materials, including information on calculations, statistics, trends and demographics. Stay current on financial planning issues and revise program materials as appropriate.
- Develop and apply tools for measuring the effectiveness of the program in achieving objectives, and revise the program as needed.

Development and Dissemination of Fund Publications

- Assist in creating, editing, and updating print and online publications. Assist in coordinating the entire publications process, in some cases from a basic concept to final production and distribution. Collaborate with other interested parties to create and edit content for newsletters and websites. Write and develop content for the agency's public and internal websites. Assist agency staff with additions and updates to the websites as needed.
- Assist with preparation and execution of annual employer training sessions and other education seminars.

- Maintain an employer contact database and facilitate periodic email alerts.
- Prepare acquisition requests for goods and services and assist with travel arrangements as needed.
- Maintain publication and inventory control for all materials. Develop specifications for bids and acquisitions, establish production timelines, and serve as liaison between OPERS and vendors on print publications and forms from concept through final delivery and submission to the Publications Clearinghouse with the Department of Libraries.
- Serve as the primary contact with employers regarding publication needs and employer web pages.
- Research changes in plan provisions and procedures to provide targeted training as needed.

Comprehensive Customer Satisfaction Survey Program

- Assist in creating a comprehensive customer satisfaction survey program to measure member attitudes regarding member-staff interaction, business processes, and other customer satisfaction issues as needed.
- Establish the necessary response rates to achieve statistically valid data.
- Determine the survey method most appropriate for each version (paper, online or phone).
- Develop and maintain a data collection process.
- Provide ongoing reports on trends in each transaction type to agency management.
- Develop and apply tools for measuring the effectiveness of the program in achieving objectives, and revise the program as needed.

Knowledge, Skills and Abilities: The knowledge, skills and abilities required for these positions include knowledge of the methods of organization and management; of agency policies and procedures; of contract management; of basic research and statistical techniques; of federal and state laws and regulations relating to administration of retirement programs; of financial language and terminology relevant to retirement programs. Must be able to establish and maintain effective working relationships with others; to communicate effectively, both orally and in writing; to establish and develop training programs; to exercise good judgment in analyzing situations and making decisions; and to organize and present facts and opinions. Must be able to speak effectively in front of groups of people and with individuals face-to-face, on the telephone and through electronic means; to prepare and explain retirement calculations to individuals of all educational levels; and to handle stressful situations effectively. Must be able to fulfill the travel requirements of the position.

Education and Experience: A bachelor's degree and one year of professional or technical administrative experience in business or public administration; or an equivalent combination of education and experience, substituting one year of qualifying experience for each year of the required education. Experience in public speaking is preferred. Must be proficient in Word, Excel and other publication software. A current Oklahoma driver's license is required.

Physical Requirements: The physical requirements of this position include using a computer, keyboard and monitor, talking on the telephone and in person with individuals, making presentations in person to groups of people, using a calculator, fax machine, and telephone, lifting, setting up, and using audio/visual equipment for presentations. This position requires independent travel in and around the Oklahoma City metropolitan area as well long distance travel around the state, including overnight stays from time to time. May require lifting objects of up to 25 pounds.