



NEW JERSEY DEPARTMENT OF THE TREASURY

NOTICE OF VACANCY

POSTING #: 2023 - 071 - P	ISSUE DATE: May 16, 2023	CLOSING DATE: July 17, 2023
TITLE: Deputy Director	OPEN TO: General Public	
FUNCTIONAL TITLE: Deputy Director of Client Services, Pension Operations and MIS	RANGE: X98	WORKWEEK: NL (35 hours)
DIVISION: Pensions & Benefits	SALARY: \$ 160,000.00	
LOCATION: 50 W State Street, Trenton, NJ		

JOB DESCRIPTION

The Division of Pensions & Benefits seeks to hire a Deputy Director of Client Services, Pension Operations and MIS. Under the direction of the Executive Deputy Director, is responsible for the oversight of all Division operations within Pension Operations, Client Services and MIS Administration. Directly supervises the Assistant Directors within Pension Operations, Client Services and MIS Administration. Provides direction, oversight and resources necessary to enable the all three Bureaus to efficiently and effectively meet its mission. Provides strategic direction within the Office of Client Services and Communications, which includes the Call Center, Interview Counseling Unit, Email/Chat/Correspondence, Education Unit, Publications and Internet/Social Media Units. Ensures the management of resources within the pension operational bureaus (Retirements, Beneficiary Services and Enrollments / Purchases / Adjustments / Loans & Withdrawal) to effectively meet the established goals and objectives of each bureau. Oversees the annual processing of approximately 15,000 retirement applications, 24,000 beneficiary claims, 10,000 pension withdrawal applications, 29,000 pension fund enrollments or transfers, 12,000 requests to purchase additional service credit and 55,000 pension loans. Develops and implements solutions to achieve/maintain compliance with federal requirements for qualified plan status for each of the Defined Benefit Pension Plans. Establishes and implements solutions for Director and Executive Deputy Director to resolve any internal or external audit findings. Participate in the development of the Division's fiscal budget, monthly and annual reports as it pertains to the management, oversight and responsibility for the Offices of Pension Operations, Client Services and Communications and MIS Administration. Assists the Executive Deputy Director in the administration of public employee pension benefit programs including operational performance to ensure effectiveness and increased productivity. Assists the Executive Deputy Director in the development of sound personnel management policies and resource management. Assists in the development of a comprehensive succession and management integration policy. Makes recommendations to Executive Deputy Director for hiring, promoting and disciplining of employees. Assists the Executive Deputy Director in the establishment and implementation of administrative policies, procedures and processes within the Division. Establishes internal controls and develops strategies and procedures to ensure adherence. Ensures that all members and beneficiary assets are recorded correctly and all their assets are safeguarded to ensure that sufficient resources are available to meet benefit payments and delivery requirements. Assist the Executive Deputy Director with the Division's official communications and assure that they adhere to and comply with the requirements of state and federal laws and regulations. Develop and review communication strategies that instruct employers and members to take effective actions and make informed decisions regarding their pension and benefits. Research and resolve complex member and employer issues and assist with high profile member interviews when requested. Assist the Board Office and Attorney General's Office with advice, information and archival documents as requested. Performs other related duties as required.

The standard workweek is Monday through Friday. This position may be eligible to participate in the Department's pilot telework program, which allows eligible employees to work remotely for up to two (2) days per week, as approved by management. The position offers a comprehensive benefits package including medical, prescription drug, and dental coverage, benefit leave, Pension, supplemental pension plan, tax saving programs, and paid holidays.

POSITION REQUIREMENTS

- Education:** Graduation from an accredited college or university with a Bachelor's degree. Degrees in Public Administration or Communications are preferred.
- Experience:** A minimum of six (6) years of managerial experience. The desired candidate will have the ability to understand complex problems, identify solutions, and make recommendations; have excellent writing skills; solid customer service skills; public speaking experience; and the ability to effectively communicate with a variety of agency officials and vendor representatives. Candidates should be prepared to provide a writing sample(s) as part of the interview process.
- Note:** Applicants who do not possess the required education may substitute experience as indicated on a year for year basis.



NEW JERSEY DEPARTMENT OF THE TREASURY NOTICE OF VACANCY

IMPORTANT NOTES

SAME Applicants:

Candidates applying under the New Jersey "SAME" program, **must include a Schedule A or B letter** with other supporting documents (resume, proof of degree, etc) by the closing date indicated above. For more information, please visit <https://nj.gov/csc/same/overview/index.shtml>, email: SAME@csc.nj.gov, or call CSC at (833) 691-0404.

Veteran's Preference:

Veterans must provide proof of New Jersey Veteran's Preference with their initial application by including a copy of their New Jersey Civil Service Commission Notification of Veteran's Status. For more information, please visit: <http://www.state.nj.us/csc/seekers/veterans>.

Foreign Degrees:

Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated for accreditation by a reputable evaluation service at your expense. The evaluation must be included with your application submission. Failure to submit the required evaluation may result in an ineligibility determination.

Residency:

In accordance with the New Jersey First Act, P.L. 2011, c.70, new public employees are required to establish and maintain principle residence in New Jersey within one (1) year of employment. For more information, please visit: <https://nj.gov/labor/lwdhome/njfirst/NJFirst.html>.

Work Authorization:

Applicants must possess acceptable work authorization in the United States in accordance with United States Citizenship and Immigration Services and Department of Homeland Security regulations. Candidates on student visas, F1 visas, or H1B visas are not eligible for employment at this time.

INSTRUCTIONS TO APPLY

If you are qualified, please submit the documents listed below by 5:00 p.m. on July 17, 2023:

- Cover letter/Letter of interest
- Resume
- Proof of degree

Treasury Employment Recruiter

Email address: EmploymentRecruiter@treas.nj.gov

(Please list the "2023-071-P Deputy Director CS" in the Subject Line)

Submissions must be received timely to the email address listed above in order to be considered. Failure to submit all required documents may result in an ineligibility determination. Interviews will be granted on the basis of the resume.

THIS IS NOT A PROMOTIONAL ANNOUNCEMENT

Appointment(s) resulting from this posting will be in accordance with Civil Service Commission rules and regulations.

Authorized by:

Antoinette Sargent
Antoinette Sargent, Human Resource Officer

The State of New Jersey is an Equal Opportunity Employer