



## **Service Counselor 2- Technical Employer Liaison**

*Tennessee Department of Treasury*

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The Tennessee Department of Treasury impacts the lives of Tennesseans every day. Treasury is responsible for many of the financial operations of state government, including managing more than \$50 billion in assets through its various investment programs. We administer the State's Retirement Program, *RetireReadyTN*, which combines the state pension plan, Tennessee Consolidated Retirement System, and the State's Deferred Compensation plan. Treasury serves all Tennesseans by helping to educate and empower them to make smart financial choices, and by providing public-serving programs in the areas of college savings, financial literacy, unclaimed property, criminal injuries compensation, and more.

### **Job Overview:**

The position is responsible for increasing customer service and improving data collection for monthly Tennessee Consolidated Retirement System (TCRS) reporting with position focused on technical aspects of reporting including upload errors, files testing, and interacting with software vendors.

### **Key Responsibilities:**

- Provide technical assistance to TCRS Employers regarding their file upload and subsequent data questions regarding the TCRS Monthly Contributions Report.
- Serve as a liaison to Payroll software vendors and communicate with software vendors on file format concerns and TCRS reporting requirements.
- Serve on the Employer Reporting team for modifications and builds to the TCRS Retirement System (Concord) Employer Self Service.
- Work with Employer Reporting staff, develop training for Employers on new functionality, and provide the correct information for the applicable fields of the TCRS Monthly Contribution report.
- Support the correction of Employer reporting data through system data correction and prior adjustments.

### **Qualifications:**

- Graduation from an accredited four- year college or university.
- Bachelor's degree in business related field is preferred.

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