

	Open Position: Employer Services Assistant The RSA Employer Services Division is currently seeking an Employer Services Assistant, an unclassified position. Please submit a resume to RSA Human Resources by the close of business on Tuesday, September 15, 2026.		
Job Title:	Employer Services Assistant	Date:	September 1, 2026
POSITION OVERVIEW			
The Employer Services Assistant provides administrative and clerical support by communicating with participating employers and third-party preparers to resolve reporting issues and ensure compliance with RSA regulations and DPAS procedures. This position processes employer user account updates, assists the Director and Assistant Director with preparing documents and other administrative tasks, performs demographic updates to member accounts, maintains records and inventories, and documents employer interactions in the Customer Relationship Management (CRM) system. The role also supports outreach efforts, reporting activities, and general office operations to ensure efficient service delivery.			
QUALIFICATIONS AND SKILLS REQUIRED			
• Proficient with office equipment (i.e., desktop computing, scanner, telephony, 10-key calculator) • Proficient in MS Office Applications (i.e., Word, Excel, Outlook) • Superior communication abilities (interpersonal and written) • Willingness to meet deadlines and adhere to scheduling demands • Strong ability to work in a team environment and independently • Strong attendance record			
MAJOR DUTIES AND RESPONSIBILITIES			
• Communicate effectively with officials of ERS and TRS participating employers and third-party preparers by telephone and written correspondence to clearly and accurately convey information regarding RSA regulations and DPAS procedures to assist with resolving employer reporting issues professionally and courteously. • Process Admin User registration forms and contact the new Administrator to assist with setting up contact types and Employer Self-Service (ESS) Users based on the different roles within the agency, as well as agency address and banking information. Provide the Administrator with documentation containing important information and inform the Employer Service Representative (ESR) assigned to the agency of the new Administrator. Offer to schedule the Administrator and ESS users for employer training. • Perform demographic updates to member accounts, including addresses, dates of birth, and gender updates, etc., upon employer request and receipt of acceptable documentation. Ensure the documentation is scanned into Library Manager and inform the employer that the updates have been completed. If the documentation received is unacceptable or illegible, notify the employer. • Assist with scheduling employer ESS Portal trainings and maintain training requests and cancellations. Reserve the training room and inform the appropriate ESR assigned to the agency. Send electronic invitations, reminders, and follow-up emails, and notify the appropriate departments of the scheduled training. Prepare the training room and all documents prior to the training. • Generate the Person Contact Report monthly to identify inactive users in ESS. Inform the supervisors of the number of inactive Administrators and ESS Users, as well as the number of employers affected. Assist the ESR's with outreach calls to these employers. • Assist in making routine outreach calls and emails to employers concerning annual payroll and contract schedules, rate changes, and inactive user inquiries, etc. Document all calls and emails to/from the employer in the Customer Relationship Module (CRM). • Maintain inventory of ERS and TRS member handbooks, ESS Portal Manuals, and RSA-1 brochures, and mail out to employers upon request. Keep a log of handbooks mailed to employers for annual outreach. • Assist the Director and the Assistant Director with preparing candidate interview packets, team meeting agendas and notes, and other administrative tasks as needed. • Maintain inventory of office supplies and order as needed. Perform other duties as assigned.			
This position will provide the candidate with a unique understanding of RSA participating employer reporting in the ESS Portal, in addition to providing personal and professional development.			
The above statements are intended to describe the general nature and level of work performed by this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All staff members may be required to perform duties outside of their normal responsibilities from time to time, as needed.			
The successful candidate for this non-merit position will work with the Employer Services Division Monday-Friday, 8:00 a.m. to 5:00 p.m. on-site at our RSA Administration building in downtown Montgomery.			
Education: High School Diploma or GED			
SPECIAL NOTE: Not everyone who applies for this open position will be interviewed. • Applicants hired by the State of Alabama (RSA) on or after January 1, 2012, will be subject to the E-Verify process pursuant to Act No. 2011-535. • Resumes must be submitted to the Retirement Systems of Alabama, Attention: Human Resources Division, Suite 544, P.O. Box 302150, Montgomery, AL 36130-2150 • Email to RSA.HumanResourcesMail@rsa-al.gov or Fax: 334.517.7906 • Submission Deadline: Tuesday, September 15, 2026, at 5:00pm • Salary: \$30,542.40 - \$49,987.20 annually • Starting Salary: \$32,887.20 annually The Retirement Systems of Alabama is an Equal Opportunity Employer			