Open Position: Employer Services Representative I

The RSA Employer Services Division is currently seeking an Employer Services Representative I, an unclassified position. Please submit a resume to RSA Human Resources by the close of business on Tuesday, July 8, 2025. Not every applicant who submits a resume will be interviewed.

Job Title:	**Employer Services Representative I**	**Date**:	**June 24, 2025**

POSITION OVERVIEW

The **Employer Services Representative (ESR)** serves as the primary contact for RSA participating employers on all questions regarding member enrollment and contribution reporting. The ESRs perform regular audits of employer enrollment and contribution information to ensure accurate reporting and assist employers with correct reporting in the Employer Self-Service (ESS) Portal and with resolving reporting errors. Training will be provided.

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.
- Strong attendance record.

MAJOR DUTIES AND RESPONSIBILITIES

- Communicate effectively with officials of participating agencies, college/school system representatives, and officials of local agencies and departments within state government by telephone and written correspondence to clearly and accurately convey information to these individuals regarding regulations and procedures professionally and courteously. Document employer calls and inquiries in the Customer Relationship Module (CRM).
- Research employer records and the RSA imaging system to ensure our records are accurate and to reconcile discrepancies. Identify employer reporting errors and erroneous submissions and work with the employer personnel to resolve these errors. Be able to confirm member eligibility and determine correct contribution rates.
- Analyze various data reports submitted from ITS to determine the necessary action to correct and adjust contribution and enrollment files within a specified period.
- Process ESS Portal Administrator User Registration forms and follow up to ensure the new ESS Portal Administrator can log into the ESS Portal and provide a thorough overview of the ESS Portal and reporting requirements.
- Update member account demographic information, ensuring appropriate supporting documentation is received and scanned into the imaging system.
- Assist with sending mass communication emails and newsletters to employers timely.
- Assist with various employer outreach efforts and provide frequent updates to the supervisor.
- Assist with special in-house projects to complete them accurately and in a timely manner.
- Schedule participating employer personnel for in-person training on the ESS Portal and conduct trainings as assigned, providing a thorough review of the ESS Portal tabs, reports, and reviewing reporting scenarios and issues specific to the employer. Training to be conducted via telephone contact, in-person at the RSA, or other methods determined by the RSA.

This position opportunity 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: Bachelor's degree in any major preferred.

SPECIAL NOTE: Not everyone that 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, July 8, 2025, at 5:00 p.m.

Salary Range: $33,885.60 – $49,008.00 annually.
Starting salary will be based on qualifications and experience.

The Retirement Systems of Alabama is an Equal Opportunity Employer