Open Position: **Executive Assistant I – Counseling Center**

The RSA Member Services Division is currently seeking an Executive Assistant I, an unclassified position. Please submit a resume to Human Resources by the close of business on Friday, September 22, 2023. Not every applicant who submits a resume will be interviewed.

Job Title	**Executive Assistant I**	**Announcement Date**	**September 8, 2023**

JOB DESCRIPTION

The Executive Assistant I will serve in the Member Services Counseling Center as the first contact for visitors to the RSA Headquarters. The goal of this position is to educate, inform, and assist the RSA membership and associated individuals who visit our offices in person with inquiries or requests related to one or all retirement /insurance plans administered through the RSA (ERS, TRS, JRF, PEEHIP, and RSA-1). This position involves receiving visitors, assessing the nature of the inquiry, addressing the request when possible, and/or assigning other internal resources. Must be able to coordinate various session types simultaneously, manage visitor volume with available resources, and communicate with various divisions for timely, efficient delivery of services. 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)
- Analytical and discernment skills must be practiced to recognize when and how to escalate problematic situations properly
- Strong ability to work in a team environment
- Strong attendance record

MAJOR DUTIES AND RESPONSIBILITIES

- Greet and successfully assess the reason for a member's visit, including obtaining information to locate account data and verifying visitor identity. All interaction and communication must be conducted in a controlled, professional manner.
- Accept, receipt, and process PEEHIP insurance and other payments.
- Search RSA resources such as our customer relationship management program, imaging system, and demographic databases for member/retiree information to determine if you can assist the visitor or to ensure the correct agent staff is assigned when needed.
- Use the Scheduler/Calendar application to set walk-in appointments and start the notification process for pre-scheduled appointments. Follow-up with various departmental schedulers or counselors via email and/or telephone to ensure sessions are started in a timely manner.
- Obtain, organize, and document necessary personal and account data for submission to counselors or managers. Discern and relay pertinent details to counselors or managers so counselors can assist the visitor without reassessing information.

- Accurately provide plan information for members or related parties. This includes providing correct forms or publications, assisting with the completion of forms, and proving requested account correspondence such as account balance letters, statements, income verification letters, duplicate tax documents, etc. Must be able to patiently explain the information in a manner that allows visitors to understand and retain the knowledge.
- Schedule, initiate, and monitor the progress of WebEx sessions. Must book in both the agency calendar and WebEx application. Ensure member receipt of documents, notifications, and instructions. Assist members through the log-on process via telephone if necessary.
- Order and stock supplies and equipment for counseling services offices. Ensure all forms and publications are stocked and available for counselors and members. Follow-up with post-Covid cleaning and sanitizing. Stock offices with wipes, tissues, spray, etc.
- Maintain knowledge of all RSA plans (ERS, TRS, JRF, RSA-1, and PEEHIP) via group training and independent study.
- Assist supervisor and division director with reoccurring and special projects, including, but not limited to, providing reports summarizing visitor data, researching visitor call logs for specific activity, or providing an audit trail for submitted documents.
- The successful candidate for this position will work with the Member Services Division Monday-Friday, 8:00 am to 5:00 pm on-site at our RSA Headquarters building in downtown Montgomery.

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 personnel may be required to perform duties outside of their typical responsibilities from time to time, as needed. This position will provide the candidate with a unique understanding of RSA plans and participants, in addition to providing personal and professional development.

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, P.O. Box 302150 Montgomery, Alabama 36130-2150, Attention: RSA Human Resources Division, Suite 544

Email to RSA.HumanResourcesMail@rsa-al.gov or Fax: 334.517.7906

Resume Submission Deadline: Friday, September 22, 2023, at 5:00 pm

Salary Range: $29,354.40 - $48,048.00 annually

Starting salary will be based on qualifications and experience.

The Retirement Systems of Alabama is an Equal Opportunity Employer