



Denver Employees
Retirement Plan

Benefits and Process Improvement Specialist

The Denver Employee's Retirement Plan (DERP) is

looking for a Benefits and Process Improvement Specialist who will report to the Benefits and Membership Services Director. This will include being the point of contact for the membership services team, administering health insurance plans for retirees, and coordinating and implementing process improvement. We are looking for a team member who is not afraid to roll-up-their-sleeves and jump-in.

What You'll Do:

- Support the memberships services team and be their first point of contact for questions related to DERP's law, policies, and procedures
- Assist the membership services team with retiree insurance enrollment and claim issues
- Submit monthly insurance payment requests to vendors, reconcile and research vendor billing and eligibility discrepancies, and work with vendors to resolve
- Analyze insurance changes made to retired member accounts by the membership services team, update if necessary, and approve
- Review and process low income subsidies and late enrollment penalties reported by insurance vendors
- Manage and process insurance terminations for over-age dependents as well as those reported by the insurance vendors
- Facilitate redesign of core processes using continuous improvement methodologies, data, and other change management tools and partner with the marketing and communications team to design, implement, and communicate to members when necessary
- Document and train membership services and benefits accounting staff on updated processes
- Schedule and coordinate active member education sessions
- Educate active, inactive, and retired members about their DERP Pension benefit and DERP Plus Benefits
- Process new retirements

We'll Count on You To:

- Be the subject matter expert on the DERP Pension Benefit and DERP Plus Benefits
- Communicate information to individuals or groups effectively; taking into account the audience and nature of the information; listen to others, look for nonverbal cues and respond appropriately
- Interact with members in a friendly and professional manner, work to resolve issues quickly and effectively
- Write in a clear, concise, organized, and convincing matter for the intended audience



Your Qualifications Include:

- Bachelor's Degree in Business Administration, or a related field
- Two years of professional level experience performing retirement/pension specific work
 - One year of the appropriate type and level of experience may be substituted for each required year of post-high school education
 - Additional appropriate education may be substituted for the minimum experience requirements
- Excellent communication and presentation skills
- Skill to manage and prioritize simultaneous projects to meet deadlines
- Critical thinking and problem-solving skills
- High attention to detail
- Strong interpersonal skills and a positive outlook and attitude
- Ability to prepare well-structured, clear, and concise deliverables in a timely manner
- Able to communicate effectively with a variety of internal and external audiences

What We Offer:

- A challenging opportunity and a great team to work beside
- Competitive pay and work-life-balance
- An environment where your insights and expertise will be valued
- A flexible schedule with work-from-home opportunities
- Health benefits which includes medical, dental, and vision insurance
- A defined benefit retirement program and paid holidays

About Us:

At DERP, our strength is our employees. We have a friendly and customer-focused workplace atmosphere and you'll join a team of employees who are enthusiastic, talented, diverse, and committed to working smart while providing the best customer service possible. We foster this environment through employee recognition programs, merit-based awards, and by providing competitive compensation with rich benefits. We seek to attract talented people from a diverse range of backgrounds and cultures and hire people who exhibit gumption, outperform, and are always playful. If this sounds like a great fit for you, and a challenge you're ready to run with, we want to hear from you.

Our office is located in the Historic Capitol Hill neighborhood in the heart of Denver, Colorado. We're in the John Porter House mansion which was built in 1917 for Henry M. and Louise Coors Porter of the Porter Hospital and Coors Brewing Company families.

Position Salary Range – \$25.59 - \$40.43/hour

Starting Pay – \$25.59 - \$29.33/hour based on education and experience

Comparable City and County of Denver Job Classifications:

- CA3021 – HR Technician Lead, Pay Table – NE-13
- CA2987 – HR Benefits Analyst, Pay Table – EX-08
- CA3107 – Continuous Improvement Specialist II, Pay Table – EX-08

