



JOB ANNOUNCEMENT

This is **not** a Civil Service Position

Position: **Retiree Benefits Clerk**

Hiring Range: \$42,415 - \$48,778 Dependent on Qualifications and Experience

Filing Period: August 13, 2025 – August 22, 2025

Submit resumes by email to SanchezAG1@elpasotexas.gov subject line should read, "Retiree Benefits Clerk". Deadline for receipt of resumes is August 22, 2025, at 5:00 pm. The Board reserves the right to extend the deadline to submit resumes.

Official transcripts will be asked for during final interviews. Please include salary expectation with resume.

Hiring Process: **Note: Applicants are encouraged to submit resumes immediately. This position will close when a preset number of qualified resumes have been received.**

The administrative staff will evaluate applicants and resumes. Interviews may be scheduled for some but not all candidates. The successful applicant will become a contract employee of the Board of Trustees of City of El Paso Employees Retirement Trust and inure to only the benefits available to such employees. The successful candidate will be required to comply with all of the Trusts Personnel Rules and Regulations as may be amended. A copy of the Trusts Personnel Rules and Regulations is available in the office of the City of El Paso Employees Retirement Trust. The successful candidate will be required to pass a background check.

In accordance with the Texas Public Information Act, information from your resume may be subject to release to the public.

This is not a Civil Service Position. Successful applicant will be employed by the Board of Trustees of the City of El Paso Employees Retirement Trust as a contract employee. Any applicant currently employed by the City of El Paso will be required to terminate their current employment.



The role of the City of El Paso Employees Retirement Trust is to provide secure retirement benefits, quality information concerning those benefits, and prompt professional and courteous service that meets the highest standards of excellence. In carrying out that role, the Board of Trustees and staff are committed to act for the exclusive benefit of the Trust and its participants, manage assets of the Trust prudently, and administer benefits with impartiality.

POSITION DESCRIPTION

Retiree Benefits Clerk

JOB DESCRIPTION

Summary

The Retiree Benefits Clerk, reporting to the Benefits Supervisor, performs work in the administration of retirement benefits for participants in the City Employees Retirement Trust, serves as the initial point of contact for retiree communications, and performs data entry tasks related to retirement payroll processing.

Essential Functions

- Participate in the administration of the City of El Paso Employees Retirement Trust by collecting and entering data necessary for processing the monthly retirement payroll
- Schedule appointments and assist walk-in retirees and participants by answering questions about the retirement trust and advising on how to complete the required documentation
- Digitize documents and file and store records in the electronic system
- File, categorize, and store hard-copy records appropriately
- Manage the document filing system to facilitate location and retrieval when required
- Perform data entry and administrative tasks as required
- Respond efficiently and professionally to inquiries sent to the Retirement Trust by phone or email
- Receive and verify supplies ordered, preparing relevant payment requests and directive letters for invoice payments that have been approved by board
- Participate in New Employee Orientation sessions by presenting to new hires facilitated by the City's benefits department.
- Provide relief for other functions within the department as required
- Perform all other related duties as assigned

MINIMUM REQUIREMENTS/QUALIFICATIONS

- Associates Degree in Business Administration or related field, or two years of relevant experience in administrative practices and procedures related to personnel or retirement records, or any equivalent combination of education and experience
- Bilingual English/Spanish is preferred
- Requires strong communication skills, both verbal and written, organizational skills, problem solving skills, and attention to detail
- Exceptional customer service skills, over the phone and in person, with retirees, participants, and Trust employees
- Excellent interpersonal skills and the ability to work well with all levels of management and staff
- Ability to work independently and in a team environment
- Must be computer proficient and have the ability to learn new software and programs
- Ability to manage multiple tasks and achieve deadlines under pressure
- Ability to interpret and understand city and retirement rules and policies



- The ability to work with and handle confidential documents
- Excellent time management skills and the ability to prioritize work
- Ability to maintain and prepare reports
- Good knowledge of business arithmetic
- Occasional travel may be needed
- Daily transportation, active driver's license, and active auto insurance

ADDITIONAL KNOWLEDGE AND STRENGTHS

- Working knowledge of administration practices and procedures is preferred
- Experience of performing data reconciliations is preferred
- Knowledge of retirement systems is desired
- Ability to produce newsletters and articles of interest for publication via the web or on paper is desired

NOTICE

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