



Job Title: Administrative Clerk II	Department: Benefits
Reports to: Executive Director	Effective Date: March 2025

Job Summary:

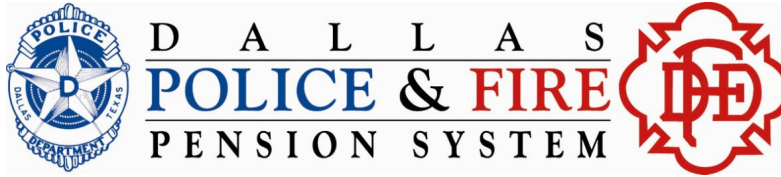
The Dallas Police & Fire Pension System is seeking a highly organized and detail-oriented Administrative Clerk II for clerical assistance by performing the duties below. Work is performed under limited supervision with moderate latitude for the use of initiative and independent judgment.

Duties/Responsibilities:

- Responsible for drafting and processing various types of important letters related to member benefits, including but not limited to retirement, estate payments, survivor benefits, service purchases, final payments, QDROs, etc. and occasionally utilizes mail merger for mass mailings.
- Ensure accurate and timely processing of all letters and routine correspondence to individual recipients.
- Responsible for the preparation, calculation, and processing of members' refund of contributions.
- Answers inquiries from members related to Benefit forms such as change of address, direct deposit authorizations, tax withholding, beneficiary, etc.
- Receives members' benefits forms and ensures proper execution.
- Generates monthly reports related to benefit plan thresholds and coordinates implementation.
- Assists with year-end annual benefit statements, letters, and tax forms.
- Assembles educational class material.
- Serve as secondary backup to the receptionist; answers incoming phone calls, distributes calls to the appropriate personnel, greeting and triages the needs of office visitors.
- Performs general clerical duties and other related duties as assigned.

Required Skills/Abilities:

- Demonstrates integrity, discretion, and respect for confidential information.
- Strong organizational, time management, and multitasking skills, with the ability to prioritize and execute multiple initiatives/deadlines autonomously.
- Follows through on commitments and is consistently reliable and conscientious.
- Ability to perform basic math: addition, subtraction, division, multiplication, and percentages.
- Excellent verbal and written communication skills, along with strong interpersonal and professional interaction abilities.
- Capable of working proactively and constructively with internal staff from other departments.
- Strong analytical and problem-solving abilities with the ability to execute policies and procedures in a consistent, timely, and objective manner.
- Experience with phone systems, office equipment (copiers, fax, printer, scanner), and office software applications with the ability to navigate basic computer-based programs efficiently.
- Proficient with Microsoft Office Suite or related software. Experience using Asana or other project management tools for organizing and tracking tasks and projects is a plus.
- Adaptive to daily demands and adjust priorities as directed by management.



Education and Experience:

- High school diploma or equivalent required.
- Two years of related experience preferred.

Work Environment:

- Full-time 40-hour-per-week non-exempt role with standard hours from 8:00 AM to 5:00 PM Monday - Friday, onsite at DPFP's office. (4100 Harry Hines Blvd. Ste. 100 Dallas, TX 75219)
- Prolonged periods of sitting at a desk and working on a computer.

Salary and Benefits:

Salary will be commensurate with education and experience. Our benefits package include mandatory participation in the Texas Municipal Retirement System (TMRS) cash balance defined benefit plan in-lieu of participation in social security, and a voluntary 457 deferred compensation plan administered by Voya, health, dental, vision, life, short- and long-term disability insurance, long-term care, health savings account, flexible spending accounts, health reimbursement account, onsite workout facility, paid vacation, holidays, sick time, and free parking.

Interested parties should email their resume to resume@dpfp.org. Please include "Administrative Clerk II" in the subject line.

The Dallas Police & Fire Pension System provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.