

Hiring Freeze Exception Report to OFM

Agency: Department of Retirement Systems

Program: Agency-wide

Agency Director signature:



Date Approved	Position Title	SAP Position Number (8 digits)	Annual Salary	Fund Source	Rationale for Approving Exception
5/1/2025	Retirement Specialist 3	71097515	\$72,924	600	The Retirement Specialist 3 (RS3) serves as the primary resource for Retirement Specialist 2s (RS2), who are the direct service link for our customers. The Contact Center, which is responsible for phone, in-person and email contact with our customers, has four teams with approximately 37 RS2 team members. A significant number of the RS 2s in the CC are relatively new and are still learning, which requires coaching and assistance from the RS 3 team. While the Contact Center has five RS 3 positions, which also manages escalations of member issues, two of the positions have been vacant since the fall of 2024.