

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
7/1/2025	Program Specialist	71104425	\$76,608		600 This position is critical to ensuring that the sensitive information that DRS processes is protected across its full life-cycle, that state privacy requirements are met, and that compliance can be demonstrated.
7/1/2025	Customer Service Manager	70006850	\$73,284		600 The Processing Center plays a critical role in delivering timely and accurate retirement services, and the recent, unplanned retirement of a Customer Service Manager (CSM) creates a significant leadership gap during our busiest season. Given the complexity of the work, the number of staff requiring supervision and training, and the risk of service delays and escalations, approving this exception is essential to maintaining operational stability and customer satisfaction.