



Tammy Kroll, Intermediate Account Technician

I received my Bachelor's degree in Business Administration in 2004 and began my state career with the Missouri State Water Patrol in 2006 as an Office Support Assistant and then promoted to an Executive I. My main duties consisted of handling their personnel issues and processing their payroll. The merger of the Missouri State Water Patrol with the Missouri State Highway Patrol led me to join the MPERS team in 2010. At MPERS I am part of the Payroll unit. In this unit our primary duties are issuing our retired members benefits each month and insuring that our currently working members (actives) future benefits will be accurate.

For active members every pay period we receive a file from SAMII that we load into our system. It gives us your salary, service, lets us know if you are on any type of leave, if you have been newly hired and/or if you are terminating your employment. Our system then gives us reports that we then work through to ensure that your record is kept up to date and accurate. This is important to you because it helps ensure that any estimates you receive or run from Secure Member Access site are accurate so you can better plan for your future.

For retired members every month we receive in and process deduction changes (credit union, life insurance, medical, tax withholdings...etc), updates to your direct deposit, and apply any applicable COLA increases. We have a checks and balance system in place to ensure that the amount you receive every month is accurate and issued on time. If you ever need to make a change to your benefit or think there is an error please do not hesitate to give us a call.

My tip to our future retirees is to start saving now for your retirement, if you are not already doing so. Never wait to start when you think you will have more money to put away because that time may or may not ever happen. A little bit now will add up over time. None of us know what the future will hold so making sure we plan ahead for our own futures is in our own best interest.

My tip to our current retirees is to keep us updated on any changes you make to your personal information. It's very important to keep this up to date so if we need to contact you for any reason we can reach you. Also keep checking our Secure Member Access site because we are always making updates and adding new electronic features that may make things easier for you!