

SALARY

\$27.23 - \$36.66 Hourly \$2,178.40 - \$2,932.80 Biweekly \$4,719.87 - \$6,354.40
Monthly \$56,638.40 - \$76,252.80 Annually

ISSUE DATE: 04/30/18

FINAL FILING DATE: Continuous

THE POSITION



RETIREMENT BENEFITS PROGRAM SUPERVISOR

DESCRIPTION:

The Orange County Employees Retirement System (OCERS) is now accepting on-line applications. **This recruitment is open to the public and is being held to establish an Eligible List to fill the Retirement Benefits Program Supervisor vacancy in the OCERS Member Services department.** Applications will be accepted on a continuous basis until the needs of OCERS has been met. Interested applicants should apply immediately.

WHO WE ARE

The Orange County Employees Retirement System (OCERS) provides retirement, death, disability and cost-of-living benefits to retirees of the County of Orange and certain County districts. OCERS is governed by a ten-member Board of Retirement that is responsible for managing a \$15.7 billion dollar fund. For more information about OCERS, please click [here](#).

THE OPPORTUNITY

OCERS is seeking a Retirement Benefits Program Supervisor who will report to the Member Services Director. The incumbent will exercise independent judgement, considerable discretion and responsible decision-making in supervising staff, processing employer payroll, contribution refunds, new member enrollments, pension system trouble shooting as well as retirement initiations. The supervisor will oversee the production of the employer's payroll and processing of withdrawals. The incumbent will ensure that the County Employees Retirement Law of 1937, Federal and State statutes, and OCERS policies are followed in the administration of the retirement and disability benefit programs. The Retirement Benefits Program Supervisor will use good judgement to apply and explain policies, regulations, and guidelines. Some assignments may also require the integration of technical knowledge with interpersonal and communication skills. The incumbent will supervise the work of the Member Services staff to ensure safe and efficient work practices, quality and accuracy; coordinate work schedules; coordinate monthly retirement payrolls, and will be responsible for the overall development, training, and evaluation of staff.

THE IDEAL CANDIDATE:

The ideal candidate will have superb customer service skills to provide responsive, high quality service to OCERS members, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information in a courteous, efficient and timely manner. The incumbent will have excellent communication and leadership skills to supervise Member Services staff, participate in hiring decisions, development planning, training, performance evaluations and lead personnel activities. Additionally, the incumbent will have analytical skills to plan, coordinate, prioritize and monitor department activities and refine processes and integrate assignments to improve operations efficiency in the Member Services Department.

MINIMUM QUALIFICATIONS:**EDUCATION AND/OR EXPERIENCE:**

Four years of experience which demonstrates the application of such knowledge and abilities listed as minimum qualifications; two years of which must be technical level experience in a retirement, insurance, or government benefit program, or in a personnel system which involves retirement benefit experience.

OR

College level education or training directly related to such work may be substituted for up to two years of the required experience at the rate of three semester units equaling one month experience and one year of experience in a retirement/benefit system.

AND

One year of supervisory experience OR successful completion of an employer sponsored OR other introductory course in the principles of supervision.

Please click [here](#) for details on this classification.

SPECIAL REQUIREMENTS:

- A valid California class C driver's license
- A complete background investigation is required
- **Highly desirable** – Highly Desirable: Certified Employee Benefits Specialist

KNOWLEDGE/SKILLS/ABILITIES:**Knowledge of:**

- Extensive knowledge of the 1937 County Employees Retirement Law and current regulations and statutes as it relates to disability and service retirements, divorce and death benefits
- County policies and procedures including Civil Service Rules, the Compensation Ordinance, hiring, purchasing, grievance and disciplinary procedures
- Defined benefit retirement plans and other types of pension plans
- Telephone, office, and online etiquette
- Customer service objectives and strategies
- Basic techniques for report writing
- Methods and techniques of supervision, training and motivation
- Methods and techniques for record keeping
- Computer applications and hardware related to the performance of the essential functions of the job

Skills/Ability to:

- Work independently under minimal supervision while completing a large volume of work and managing competing priorities and strict timelines in order to accomplish the goals and objectives of the Member Services Division
- Establish and maintain professional relationships with retirement system members, Plan Sponsors, OCERS staff, officials and the public

- Communicate effectively in English both orally and in writing with a variety of individuals representing diverse cultures and backgrounds
- Maintain a professional demeanor in volatile situations which require a high degree of sensitivity, tact and diplomacy
- Read, understand and interpret complex pension terminology
- Prepare, interpret and evaluate a variety of narrative and statistical data, reports, and presentations
- Manage, coordinate, and plan the day-to-day operations of OCERS Member Services division
- Understand and interpret laws, policies and ordinances
- Supervise, train, coordinate and evaluate employees
- Perform job functions independently and in an ethical and objective manner
- Exercise appropriate judgment in answering questions and releasing information

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

Physical and Mental Requirements:

- Ability to speak, hear and communicate clearly and understandably in English in person, in front of a group, and over the telephone
- Manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a telephone, keyboard, write, file, staple and use a calculator
- Mental stamina to interact professionally with peers, members and Plan Sponsors
- Vision sufficient to read fine print
- Independent body mobility, agility and stamina to stand, walk, stoop, bend and twist to operate standard office equipment
- Ability to sit for prolonged periods of time
- Body strength sufficient to lift up to 10 pounds and carry files

Environmental Conditions:

The ability to interact with a wide range of individuals including supervisors, managers and Plan Sponsors in a variety of situations. Will be required to facilitate informational seminars and work in an office environment with changing deadlines and competing priorities.

BENEFITS

OCERS offers a competitive benefit package which includes a choice of several health plans, annual leave (includes paid vacation), paid holidays, and OCERS retirement plan has reciprocity with the Public Employees Retirement System (PERS). Participation in a deferred compensation plan is also available. OCERS also offers a \$3,000 annual Educational and Professional Reimbursement.

SELECTION PROCESS:

OCERS Human Resources Department screens all applications and supplemental information to identify qualified candidates. **Applications submitted without a completed supplemental information form will be disqualified from further consideration.** After screening, candidates who meet the minimum qualifications will be referred to the next step in the recruitment process. All candidates will be notified via email of the status in the process.

Application Appraisal Panel (AAP) | Application Rating (Refer/Non-Refer): All applications will be rated by a panel of job knowledge experts for the desired knowledge, skills, abilities and experience described above. The best qualified candidates will be referred to the next step in the process. All notifications regarding this recruitment will be sent via e-mail.

Qualifications Appraisal Panel (QAP) | Application Rating (Weighted 100%): Candidates will be interviewed and rated by a panel of job knowledge experts. Each candidate's rating will be based on responses to a series of structured questions designed to elicit the candidate's qualifications for the job.

Based on OCERS needs and the number of applications received, the selection procedures listed above may be modified and all affected candidates will be notified.

ELIGIBLE LIST

After completing all test procedures, OCERS Human Resources Department will establish an eligible list of up to three categories of qualified candidates.

ADDITIONAL INFORMATION

HOW TO APPLY

- Only on-line applications with completed supplemental questions will be accepted.
- E-mail is the primary form of notification during the recruitment process. Please ensure your correct email address is on your application and only use one email account.
- Your application should highlight all areas in which you have developed expertise, matching your professional experience with the specific qualifications listed above.
- It is recommended that you record and print your confirmation page, as this verifies receipt of your on-line application.
- You may apply on-line at the County of Orange website: www.ocgov.com
- For Specific information pertaining to this recruitment please contact Felicia Durrah at (714) 569-4810 or email fdurrah@ocers.org. **Do not submit resumes to this email address as they will not be considered in lieu of the required application process.**

EEO INFORMATION

OCERS, is an Equal Employment Opportunity employer, encourages applicants from diverse backgrounds to apply.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.ocgov.com/hr>

OR

333 W. Santa Ana Blvd,
Santa Ana, CA 92701

EXAM #0864SM-0420-157(O)
RETIREMENT BENEFITS PROGRAM SUPERVISOR
EG

Retirement Benefits Program Supervisor Supplemental Questionnaire

1. Describe your experience supervising staff. Include your duties, the number of employees supervised, number of years and the method used for monitoring and tracking workloads.
2. Describe an unpopular decision you have made that was important to the operational goals of your division. How did the team react? What was the final outcome?
3. Describe a situation when your ability to stay calm under pressure was tested. How did you handle it?
4. Describe a situation where you had a time sensitive project with staff in different departments. What did you do to ensure that the project and operational deadlines were met?
5. Describe a solution you identified to improve a department process and how you implemented it.