

RETIREMENT BENEFITS PROGRAM SUPERVISOR

DEFINITION

Under general direction to be responsible for the supervision of the Orange County Employees Retirement System benefits and investigatory staff; and to do other work as required.

CLASS CHARACTERISTICS

The incumbent in this single position class oversees the work of benefits and investigatory staff whereas the manager of same recommends the policies and procedures.

EXAMPLES OF DUTIES

1. Supervises, trains, and reviews the work of staff performing benefits processing and counseling and investigatory functions.
2. Reviews and monitors retirement disability claims, determining when additional information by investigator and/or physician may be required, and assists County Counsel Attorneys with preparing cases for hearings.
3. Implements changes in the policies and procedures used to counsel members and/or beneficiaries on their benefit options due to changes in the laws and regulations and to offer a better level of services.
4. Oversees the production of the retiree's payroll and processing of withdrawals.
5. Communicates with various groups and organizations regarding the Retirement Systems regulations and benefits; represents the office with employee groups, actuaries, and local, State and federal agencies.
6. Monitors and analyzes the accuracy of the system's actuarial data reports in conjunction with data processing.

MINIMUM QUALIFICATIONS

Knowledge of

Principles of supervision including selection, training, scheduling, evaluation and discipline.

Communication techniques required for interacting with individuals and groups at various organizational levels.

Principles of grammar, spelling and punctuation.

Office procedures and maintenance of records, and theory, statistical analysis techniques and payroll procedures in conjunction with a data system.

Ability to

Speak and write clearly and concisely to convey technical and complex information.

Encourage the performance and development of subordinate staff.

Identify data relevant to problems and analyze and recommend effective solutions.

Develop and maintain effective relationship with staff, membership and individuals.

Experience/Education

Four years of experience which demonstrates the application of those knowledges 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.

AND

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

College level education or training directly related to such work may be substituted for up to one year of the required experience at the rate of three semester units equaling one month experience and one hour of training equaling one hour of experience.

College level education beyond the bachelor degree which is directly related to the position may be substituted for up to an additional year of required experience at the rate of three semester units equaling one month of experience. Certification as an Employee Benefits Specialist (CEBS) may be substituted for up to an additional year of the required experience.

Physical Characteristics

Body mobility to sit for prolonged periods of time while in meetings; manual dexterity to hand write information and to use keyboard to enter information into computer system; strength to lift and carry case files up to 10 lbs.; vision sufficient to read standard text and computer screen; hear and speak well enough to communicate with others in person and on the phone.

Environmental Conditions

Will be required to work in an office setting.