

**Mission Statement  
We Produce, Protect, and  
Provide the Promised  
Benefits.**

LACERA exists to:

- Produce** the highest quality of service for our members and sponsors;
- Protect** the promised benefits through prudent investment and conservation of plan assets;
- Provide** the promised benefits.

**LACERA Values:** *Professionalism, Respect, Open Communication, Fairness, Integrity & Teamwork*

**Pasadena and the surrounding area** is located 20 minutes northeast of downtown Los Angeles, Pasadena (pop. 137,000) represents a progressive and dynamic community best known as the home to the Tournament of Roses Parade and the Rose Bowl. This area also offers charming and distinct centers of retail activity. Other residential areas are within a close commute to Pasadena with freeway access and the Gold Line light rail system (with six stations in Pasadena), transportation from Pasadena to downtown Los Angeles and points in



**Application Process**

**For additional information and to apply online visit our website:**

[www.lacera.com/careers](http://www.lacera.com/careers)



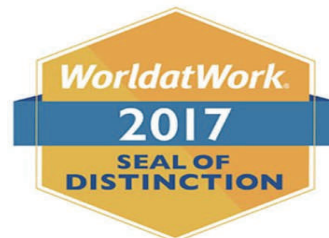
**300 North Lake Avenue,  
Suite 650  
Pasadena, CA 91101-4199  
(626) 564-6000**

[humanresources@lacera.com](mailto:humanresources@lacera.com)

*The information contained in this brochure does not constitute an express or implied contract and may be modified or revoked without notice.*



*LACERA is an Equal Opportunity ADA Compliant Employer*



**Los Angeles County Employees  
Retirement Association  
(LACERA)**



**A Paid Career  
Training Opportunity**

**Retirement Benefits  
Specialist I  
(Temporary)**

**\$ 3,428 monthly**

**LACERA** offers an exciting paid training opportunity for individuals interested in pursuing a professional career opportunity.

The Retirement Benefits Specialist Training Program is a one (1) year paid Program which consists of classroom and on-the-job training. Individuals successfully completing the Program are eligible to apply for permanent employment with LACERA.

The **Member Services Division** positions are located in the Contact Center. The Contact Center is responsible for providing front-line interface with LACERA members that includes explanations of all plans, plan options, purchases, purchase options, and retirement related issues. The Contact Center receives approximately 12,000 calls monthly.



The **Benefits Division** is responsible for processing benefit transactions on behalf of LACERA's members governed by the County Employees Retirement Law of 1937, LACERA's Board of Retirement bylaws, and Administrative Rules and Policies. These transactions can include: enrollment into LACERA's retirement plan, maintaining member data that impacts the member's retirement benefit formula, processing purchases of service credit, and transfers between retirement plans, and calculating and administering retirement, disability, and survivor pension benefits.

The **Retiree Health Care Division** is responsible for administering healthcare benefits program for over 40,000 retirees and their eligible dependents, and to provide a health care program of the highest quality at and affordable cost.

## Requirements

Two (2) years highly specialized clerical experience at the level of Los Angeles County's class of Senior Clerk in an assignment involving extensive contact with the public answering, interpreting, and explaining such matters as regulations, policies and procedures, and providing instructions for the filing of legal forms and applications.

**-OR-**

Completion of 60 semester units in an accredited college and two (2) years experience in an assignment answering, interpreting, and explaining such matters as regulations, policies and procedures, and providing instructions for the filing of legal forms and applications .

**-OR-**

Graduation from an accredited college or university with a Bachelor's degree.

## Essential Functions

The following examples are intended to describe the general nature and level of work that may be performed by persons assigned to this classification in Member Services or Benefits:

Answer incoming telephone calls from members, which includes researching and verifying retirement benefit information on file to resolve inquiries relating to such matters as County service credit, warrant discrepancies, membership status or member contribution rates.

Review and process member requests for payroll deductions, 30 year cancellations, change of beneficiary, beneficiary name, and address changes.

Prepare calculations and payments to members; communicating to survivors and other beneficiaries orally and in writing.

Research, resolve and process routine claims for retirement as well as claims payable to survivors or other beneficiaries of deceased active and/or retired LACERA members.

## Desirable Qualifications

Demonstrated experience answering and resolving customer inquiries or claims related to retirement, finance, banking, insurance, employee benefits, or investments.

Demonstrated experience performing mathematical calculations related to retirement administration, financial planning, banking, employee benefits, accounting, investments, payroll, or business management.

Demonstrated experience administering retirement, disability, health care, or other employee benefits.

Demonstrated work experience following policies, procedures, laws, or guidelines to complete work processes.

Strong analytical and mathematical skills.

Motivated, enthusiastic and a self-starter.

Punctual, dependable, and organized.

## Pay and Benefits

- Starting Monthly Pay of \$3,428
- Professional Training Program
- Excellent Medical Benefits
- Eleven (11) Paid Holidays
- Pension Savings Plan
- Work/Life Balance
- Rideshare Program
- Beautiful Pasadena Location

Please view the official bulletin at [www.lacera.com](http://www.lacera.com) for all applicable information regarding this Civil Service Examination and to apply online.

