



DIVISION MANAGER, LACERA

WHO WE ARE

The Los Angeles County Employees Retirement Association (LACERA) administers and manages the **\$75+ billion** retirement fund for the County of Los Angeles. We provide retirement, disability, and death benefits to eligible County employees and their beneficiaries, and collect, deposit, invest, and manage retirement funds collected from the County, outside districts, and County employees. LACERA is the largest county retirement association in the United States with over **184,000** members. Our membership is comprised of individuals from a diverse range of careers, age groups, and ethnicities.

ABOUT THE POSITION

The selected individuals will work under the general direction of an Assistant Executive Officer. In this key leadership role, the Division Manager oversees one of four major divisions within LACERA, responsible for either administrative operations or the administration of retirement benefits, both of which have a direct and substantial impact on the organization's ability to accomplish its Mission.

There are currently three (3) vacancies, one (1) in each of the following areas:

- **Administrative Services** - The Division Manager will oversee a staff of 42 budgeted positions responsible for budget development; administration and control; contracting; purchasing and procurement services; inventory management and control; business continuity planning; risk management; health and safety; records and document management; mail services; and other administrative services and support may be required.
- **Benefits** - The Division Manager will oversee a staff of 79 budgeted positions in four sections: Core Benefits Services, Special Benefits Services, Account Integrity Services, and the Process Management Group. Collectively these teams, under the oversight and direction of the Division Manager, are responsible for processing member account transactions including routine account maintenance, requests to purchase service, provide estimates, special retirement counseling, manage the benefit payroll process, oversee collection efforts in cases of overpayment of benefit or under collection of contributions, process death claims, identification and investigation of fraud, and the continual evaluation, innovation and process improvement for Benefits and other Member Operations Group divisions.
- **Member Services** - The Division Manager will oversee a staff of 79 budgeted positions in three sections: the Contact Center (including



MISSION

Produce, Protect, and Provide the Promised Benefits

VALUES

Professionalism, Respect, Open Communication, Fairness, Integrity, and Teamwork

a mid-sized Call Center, and dedicated Correspondence unit), Quality Control/Member Care Unit, and Outreach section. Collectively, under the oversight of the Division Manager these sections connect with our membership to provide a superior customer experience, education and counseling services to members, beneficiaries, and survivors regarding LACERA retirement benefits and processes. These services are delivered across multiple channels ranging from a full-service call center, to email and written correspondence, to virtual and one on one counseling services.

THE DIVISION MANAGER

The Division Manager position reports to an Assistant Executive Officer. The role includes:

- Managing division operations in accordance to laws, ordinances, and regulations which govern LACERA
- Developing and implementing innovative, comprehensive and successful business strategies and programs
- Developing capable, internal and external customer-focused, technically skilled, motivated, empowered, and properly directed teams
- Nurturing collaborative partnerships with peers, the executive office, and other stakeholders to ensure the division under their purview is well-aligned strategically and operationally with business goals
- Providing accurate statistical and metrics-based reporting
- Communicating and presenting information on a variety of retirement and administrative topics
- Fostering a positive, inspired, equitable, diverse, and inclusive culture

MINIMUM REQUIREMENTS

Option 1:

Four (4) years of responsible experience in managing administration of retirement benefits of a multi-tier retirement benefits system at the level of Section Head, LACERA or higher.

Option 2:

Four (4) years of responsible experience managing a central administrative section responsible for making recommendations for the solution of problems of organization, program, procedure, budget or personnel at a governmental agency the level of Administrative Services Officer, LACERA or higher.

Option 3:

Four (4) years of experience managing a branch or large operation engaged in administering a comprehensive retirement, insurance or other employee benefits system or program.

For all options, a Bachelor's degree from an accredited college or university may be substituted for two years of the required experience.

Depending on the division assigned, the selected appointee may be expected to have knowledge and experience in applying:

- Laws governing retirement benefits such as the County Employees Retirement Law of 1937 (CERL), Public Employees' Pension Reform Act (PEPRA),
- Health Insurance Portability and Accountability Act (HIPAA),
- Americans Disabilities Act (ADA),
- Federal and Internal Revenue Service (IRS) regulations, or
- Other applicable State laws, County ordinances, legal opinions, or court decisions sufficient to ensure compliance of functions under their purview.

ANNUAL SALARY:

\$135,700.68 - \$205,394.04

COMPENSATION AND BENEFITS

The appointee will receive an annual salary commensurate with qualification and an excellent benefits package that allows employees to choose benefits that meet their specific needs. The package includes:

- Retirement Plan – The successful candidate will participate in a defined benefit plan.
- Cafeteria Benefit Plan – Benefits may be purchased from the MegaFlex Cafeteria Benefit Plan using a tax-free County contribution of an additional 14.5% -17% of the employee's monthly salary.
- Flexible Spending Accounts – In addition to tax-free medical and dependent care spending accounts, the County contributes \$75 per month to the Dependent Care Spending Account.
- Savings Plan (401k) – Optional tax-deferred income plan that may include a County matching contribution of up to 4% of the employee's salary.
- Deferred Compensation Plan (457) – Optional tax-deferred income plan that may include a County matching contribution of up to 4% of the employee's salary.
- Non-Elective Days – 10 paid days per year with the option to buy elective annual leave days. Annual leave can be used for vacation sick, or personal leave.
- Holidays – 13 paid days per year.
- Hybrid work schedule
- Reciprocity with CalPERS, Judges Retirement System, LA County MTA Retirement System, and LACERS

CERTIFICATION BONUS: Any permanent, full-time employee working in this classification possessing a valid license or certification listed below is entitled to a Certification Bonus equal to two (2) salary schedules (approximately 5.5%) as provided by the Los Angeles County Step Pay Plan.

- Certified Public Accountant license issued by the State of California
- Certified Government Financial Manager certification issued by the Association of Government Accountants
- Certified Public Finance Officer certification from the Government Finance Officers Association
- Certified Employee Benefits Specialist designation from the International Foundation of Employee Benefit Plans and the Wharton School of the University of Pennsylvania
- Workers Compensation Claims Professional certification from the Insurance Education Association

HOW TO SUBMIT YOUR APPLICATION

For more information and to apply online, go to the [Job Bulletin](#) or www.lacera.com and click on the Careers link.



LACERA is an Equal Opportunity Employer