

RETIREMENT OFFICE MANAGER

DEFINITION

Under direction, provides highly responsible and complex administrative support, contributing to the strategic planning, business functions, activities and organizational development of the Retirement Office, including information systems, property management, facility maintenance, repair, and improvement to the Retirement Office facility, coordinates assigned activities with other outside agencies and departments.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Retirement Administrator. Exercises supervision over assigned administrative support staff.

DISTINGUISHING CHARACTERISTICS

The Retirement Office Manager is a single position classification that exercises considerable discretion and independent judgement while performing complex administrative tasks of a confidential and sensitive nature. The Retirement Office Manager acts as liaison between the Retirement Administrator, Retirement Boards, City and civic officials, employees and the public. Responsibilities may include interpretation and thorough knowledge of Retirement Boards and City policies, municipal codes, methods and techniques. The incumbent serves at the will of the Retirement Administrator

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(May include, but are not limited to, the following)

Plans, organizes, and manages the work of administrative staff engaged in a wide range of organization or procedural changes affecting activities in the Retirement Office.

Plans, develops, organizes, and manages the Retirement Boards calendars, agendas and records management; FPPC reporting, time management and travel.

Plans, develops, organizes and manages the Retirement Board member elections and maintenance of election documents and records.

Plans, develops, organizes and manages a wide range of property management, facility maintenance, building repairs, improvements, and inventory management.

Oversees custodial and security services, ensuring work is in compliance with contracted specifications or acceptable agreed to terms.

Participates in the development and implementation of goals, objectives, policies, and

priorities for assigned programs; manages, recommends and administers policies and procedures.

Participates in the forecast of funds needed for staffing, information systems, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.

Plans, implements and evaluates facility safety programs and policies.

Consults with, advises, and makes recommendations to executive staff on matters of facilities/property management.

Attends and participates in all Retirement Board, administration and facility-related meetings.

Responds to public inquiries in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.

Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training and development; works with employees to correct deficiencies; implements discipline and termination procedures.

Assists and supports the department budget, administers Board Member Time Reimbursement to the City, Board related travel arrangements and expense reimbursement and related Board Member policies and procedures.

Administers personnel matters such as payroll, benefits, employee relations, and workers' compensation within the Department.

Performs other duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Retirement administration terminology, organizational procedures, practices and policies of the Retirement Office.

Operational characteristics, services and activities of the Retirement Office.

The principles, practices, and methods used in facility management including custodial, site security, and interior furnishings.

Property management (including leases and property contracts) practices and techniques.

Principles and practices of budget and personnel management.

Skills to:

Operate modern office equipment including computer equipment.

Operate a motor vehicle safely.

Ability to:

Supervise and coordinate the work of administrative staff involved in providing retirement administrative support.

Oversee and participate in the management of facilities maintenance.

Select, train and evaluate subordinate staff.

Oversee and participate in the development of Retirement administration goals, objectives and procedures.

Research, analyze and evaluate Retirement programs, policies and procedures.

Prepare clear and concise reports, records, and other written materials.

Prepare and maintain appropriate records and files.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Understand the organization and operation of the Retirement Office and outside agencies as necessary to assume assigned responsibilities.

Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state and local policies, laws and regulations.

Effectively represent the Retirement Office and the City to outside individuals and agencies to accomplish the goals and objectives of the Retirement Systems.

Operate and use modern office equipment including computers and supporting word processing and spreadsheet applications.
Communicate effectively, both orally and in writing.

Establish and maintain effective work relationships with those contacted in the performance of assigned duties.

MINIMUM QUALIFICATIONS

Experience:

Five (5) years of full-time paid experience performing responsible support in a retirement or benefit's office.

Special Requirements:

Possession and continued maintenance of a valid California Driver License required at time of appointment.

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 12.14.20

NEW: 12/21/2020