

# CHIEF OF MEMBER SERVICES

San Bernardino County Employees' Retirement Association

*(San Bernardino, CA)*





## JOIN A HIGH-PERFORMING TEAM

- SBCERA's new Chief Executive Officer is building a high-performing executive management team focused on effective communication, superior member service, and organizational excellence.
- The Chief of Member Services will lead the way in helping the association streamline and modernize internal and external processes.
- This individual will be a cross- functional leader and hands-on contributor who will add value to the organization.
- The Chief of Member Services will bring a fresh perspective, leverage technology, and implement best and leading industry practices.
- This individual will be a confident and inspiring chief whose strong moral principles – honesty, integrity and ethics – and inclusive, supportive demeanor motivates employees to contribute ideas for improving customer service.
- This individual will exhibit a participative and collaborative workstyle, be adaptable and flexible, have effective organizational change management skills, and deal with performance issues firmly and kindly.
- The Chief of Member Services will ensure that SBCERA provides timely, accurate information in the most respectful manner possible to members of the Association who have dedicated their lives to serving the community.
- A person who has a strong work ethic, warm personality, and good sense of humor will feel at home here.

## WORK FOR A STABLE ORGANIZATION

The San Bernardino County Employees' Retirement Association (SBCERA) is a cost sharing, multiple employer public employee retirement system serving over 40,000 members and retirees. Retirement, disability, death and survivor benefits are provided for qualified employees of 18 active plan sponsors and three withdrawn employers.

SBCERA, with a \$11.2 million administrative budget, \$11.2 million non-administrative budget and 65 staff members, is governed by California law and is a legally separate and independent entity from the County of San Bernardino. Fiduciary oversight is vested with the Board of Retirement, consisting of nine voting members and three alternate members. The County Board of Supervisors appoints four members; SBCERA members elect four members and two alternates; and the County Treasurer serves as an Ex-Officio member with one alternate. Board members serve three-year terms, with the exception of the County Treasurer, who serves during their term in office.

SBCERA, founded in 1945, is widely recognized as one of the top retirement systems in California and nationally.

- \$10 billion in assets under management;
- 79.5% funded ratio;
- Operationally efficient, 0.11% annual administrative expenses; well below the maximum allowed by California law of 0.21%.

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SBCERA's investment portfolio is diversified by asset class, investment approach, and investments within each asset class to reduce overall portfolio risk and volatility. In the fiscal year ended June 30, 2018, the Fund returned 8.8% (net of fees). Returns have outperformed the policy benchmarks in the one, three and five year reporting periods. For additional information and to view the recent Comprehensive Annual Financial Report (CAFR), visit [www.sbcera.org](http://www.sbcera.org).

A strong governance model with alignment between the Retirement Board and staff on vision, mission and values has a significant influence on SBCERA's success.

More information regarding SBCERA can be found at the Association's website: [www.sbcera.org](http://www.sbcera.org).

## CHECK YOUR QUALIFICATIONS

The Chief of Member Services reports to the Chief Executive Officer (CEO) and serves on the Executive Management Team. Her/His primary responsibilities are to plan, organize, and direct all functions and activities for member services, retiree services and communications. This individual assists the Chief Executive Officer with the development of the strategic plan, implements strategic policies and operational processes, and oversees the provision of services and information to members and the public.

## MINIMUM QUALIFICATIONS

Candidates must have a Bachelor's degree in public/business administration or a closely related field AND at least three (3) years of professional level fiscal or pension benefits administration experience, including at least one (1) year of supervisory experience, preferably in a California government agency retirement office. A Master's Degree in Business Administration or Public Administration, or possession of the Certified Employee Benefits Specialist (CEBS) designation is helpful. The best qualified candidate will have a deep knowledge of the state of California's County Employees Retirement Law (CERL).

## CONSIDER THE COMPENSATION

The salary range for this position is \$167,346 - \$246,658, DOQ. The Chief of Member Services is an exempt position and an "at will" employee. The Total Rewards package includes:

Medical and Dental Coverage - SBCERA offers premium subsidies for employees and their dependents. Medical opt-outs and waivers are optional.

Vision Plan - Employer-paid for employees and their dependents

Vacation Leave - 80 to 160 hours per year

Holiday Leave - 13 days plus 1 floating day per year

Administrative Leave - 80 hours per year

Retirement - 2% at 55 benefit formula with SBCERA contributing 7% of the employee's share for individuals hired prior to 1/1/2013. 2.5% at 67 benefit formula for individuals hired after 1/1/2013. Reciprocity provisions may apply to either scenario.

Deferred Compensation - SBCERA offers employees 401(k), 401(a), 457(b), and Retirement Medical Trust Fund options.

Additional benefits include a portable communication device allowance, a medical expense reimbursement plan, a dependent care assistance plan, an educational savings plan, \$1,500 annual tuition reimbursement, health club membership reimbursement, annual physical exam, qualified transportation plan, short and long term disability coverage, employer-paid \$50,000 life insurance, voluntary term life and AD&D coverage, group life insurance, bereavement leave, and relocation assistance.

### APPLY NOW

Please **apply on-line** by **Friday, March 1, 2019**, at [www.alliancerc.com](http://www.alliancerc.com). For questions and inquiries, please contact:

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### QUALITY OF LIFE IN SAN BERNARDINO COUNTY AND SOUTHERN CALIFORNIA

San Bernardino County is located in southeastern California, with close proximity to Los Angeles, San Diego and Orange County, and covers 20,000 square miles, with 24 cities and over 2 million in population, with an average of 284 sunny days per year. The City of San Bernardino serves as the county seat, and is the 17th largest city in the state.

Government, retail and the service industries dominate the economy. Major employers include Amazon Fulfillment Center, Arrowhead Medical Center, BNSF Railway, California State University (San Bernardino), Environmental Systems Research, Kaiser Permanente, Loma Linda University, FedEx Ground, City of San Bernardino, Community Hospital of San Bernardino, San Bernardino County Schools, California Department of Transportation, and other governmental entities.

The County has some of the highest performing K-12 school districts and schools in the State and the region is home to many highly regarded higher education institutions including California State University (San Bernardino), UC (Riverside), UC (Los Angeles) and University of Southern California. San Bernardino Valley College is a regional leader in career and technical education. California University of Science and Medicine, School of Medicine started offering classes in August 2018.

Residents have access to a comprehensive health care network which includes Community Hospital of San Bernardino, St. Bernardine's Medical Center, Arrowhead Regional Medical Center, and the world renowned Loma Linda University Medical Center.

The region has an abundance of performing arts centers, concert venues, and art galleries. Recognized for its scenic beauty, San Bernardino boasts of numerous golf courses, miles of bike paths, walking trails, and proximity to many mountain, desert and beach resorts, including the well-known San Bernardino National Forest and the Joshua Tree National Park.

Visit <http://www.californiaoutdoorplayground.com/home.aspx> or <https://www.sbcounty.gov/Main/Pages/visiting.aspx> or <https://www.ci.san-bernardino.ca.us/> for more information.

