



DIRECTOR OF MEMBER SERVICES

MEMBER/EMPLOYER EXPERIENCE

Orange County of Employees Retirement System

Santa Ana, California

Salary: \$132,533.00 - \$205,426.00 annually

Plus Excellent Benefits Package

OPPORTUNITY: OCERS is seeking a Director of Member Services, Member/Employer Experience. Under general direction, the Director of Member Services, Member/Employer Experience will report directly to the Assistant CEO, External Operations and will be responsible for managing the Member Services Call Center and employer payroll teams. This position will partner with the Director of Member Services, Operations to plan, organize and manage the Member Services division. Additionally, the successful incumbent will administer policies and communicate procedures in accordance with the County Employees Retirement Law of 1937 and county and state mandates in the delivery of retirement benefits to retirement system members within the Orange County Employees Retirement System (OCERS).

EDUCATION AND/OR EXPERIENCE: Bachelor's Degree from an accredited college or university in Business Administration, Finance, Economics, Accounting or another closely related field; OR Five (5) years of progressively responsible experience in managing customer service for a retirement program or public pension system; AND Three (3) years of professional-level benefits, health or pension administration experience; at least two (2) years of which must include directly managing staff.

HOW TO APPLY: Interested candidates are encouraged to apply immediately as this recruitment may close at any time. Only on-line applications with completed supplemental questionnaires will be accepted. For additional information about this opportunity and to apply, you may visit the OCERS website at: <https://www.ocers.org/careers-ocers>. OCERS, as an Equal Employment Opportunity employer, encourages applicants from diverse backgrounds to apply.