

Assistant CEO, External Operations Charter

Introduction

Pursuant to the Charter from the Orange County Employees Retirement System (OCERS) Board of Retirement (Board) to the Chief Executive Officer (CEO), the CEO hereby delegates to the Assistant CEO External Operations (ACEOEO) the authority to act finally with respect to any and all of the matters set forth below. The actions of the ACEOEO under this Charter shall be conducted in compliance with applicable laws and Board policies. Except where the CEO has required the ACEOEO to act personally, the ACEOEO may subdelegate, as appropriate in the judgment of the ACEOEO, any authority delegated to the ACEOEO under this Charter.

General Authority

1. Guide the strategic direction of OCERS External Operations Division, which includes the Member Services, Disability and Communications departments;
2. Conduct and oversee the administration of all functions within OCERS External Operations Division;
3. Provide leadership for the External Operations Division staff by implementing and overseeing the programs necessary to achieve the mission, goals and objectives established by the CEO;
4. Manage the day-to-day affairs of the employees who directly report to the ACEOEO in accordance with policies established by the CEO;
5. Report to the CEO, on at least a monthly basis, all significant actions the ACEOEO has taken under this charter;
6. Conduct and approve the internal structure of the staff of the External Operations Division in a manner that is consistent with this charter and applicable Board policies;
7. Approve all personnel decisions concerning External Operations staff subject to final approval by the CEO;
8. Recommend to the Board, as necessary, policies to ensure timely, accurate, effective and efficient administration of member benefits;
9. Oversee the implementation of plans and policies that achieve the business objectives set by the CEO and Board;
10. Ensure accurate payment of benefits to members, and address problems or errors in accordance with established policies and procedures;
11. In consultation with medical evaluators and legal counsel, recommend disability applications to the Board and the Disability Committee for each of their consideration;
12. Maintain accurate records of member accounts;
13. Ensure delivery of high standards of service to members including calculations and counseling;
14. Oversee the development and implementation of staff policies, procedures and training to ensure effective and efficient administration of plan benefits while protecting fund assets;

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15. Oversee the development of and recommend to the Board a business plan and updates to the plan as necessary;
16. Conduct and oversee the development of the External Operations Division's budget; monitoring, approving expenditures and authorizing the transfer of budgeted amounts within a category of expenditures (i.e. Salary and Benefits, Services and Supplies, Capital Projects) in the External Operations Division's budget as necessary;
17. Represent OCERS and maintain an effective working relationship with the County, employers and stakeholder groups;
18. Represent OCERS as an expert on benefit plan administration and communicate the Board's policies before outside parties and organizations; and
19. Act in the absence of the CEO.

Contract Authority

20. Approve the solicitation and negotiation of contracts and agreements for all contractors, vendors, consultants and advisors necessary for the operations of the External Operations Division; and
21. Execute contractual agreements in accordance with the Procurement and Contracting Policy and authorize payments related to the administration of OCERS, consistent with the Operating Budget and OCERS' internal controls.

Additional Specific Authority

22. Conduct and oversee, as the executive liaison, the meetings of the Disability Committee of the Board including the preparation of agenda, meeting materials, presentations, trainings and minutes, in accordance with the Brown Act;
23. Monitor and oversee the compliance with Board policies assigned to the ACEOEO by the Board;
24. Communicate timely and effectively with members, beneficiaries and stakeholders on matters relating to the administration of OCERS. Such communications may include press releases, newsletters, presentations, and internet communications;
25. Oversee the management of the OCERS retirement program for Orange County and all employer plan sponsors; and
26. Oversee final determinations on retirement benefit calculations, membership classifications, compensation earnable and pensionable compensation attributes.

The CEO will review this Charter at least once every three (3) years and make any amendments as may be necessary to ensure the Charter remains relevant and appropriate.



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I, the undersigned, the duly appointed Secretary of the Orange County Employees Retirement System, hereby certify the adoption of this policy.

Charter Review

The CEO will review this Charter at least once every three (3) years and make any amendments as may be necessary to ensure the Charter remains relevant and appropriate.

Steve Delaney _____ **03/01/19** _____
Steve Delaney, Chief Executive Officer Date

I understand and accept the authority delegated by this Charter.

Suzanne Jenike _____ **03/01/19** _____
Suzanne Jenike, Assistant CEO, External Operations Date