

CAREER OPPORTUNITY

Retirement Assistant Benefits Manager-Provisional

ALAMEDA COUNTY EMPLOYEES
RETIREMENT ASSOCIATION



**Bargaining Unit:
Unrep - ACERA Classes (066)**

**Salary: \$60.48 - \$85.10 an hour;
\$125,798.40 - \$177,008.00 a year**

The Agency:

The Alameda County Employee's Retirement Association (ACERA) is a retirement system organized under the County Employees Retirement Law of 1937, which provides retirement, disability and death benefits to the employees, retirees and former employees of the County of Alameda, and certain other participating public employees. The retirement plan provides lifetime benefits to members of the retirement system who meet the minimum age and length-of-service requirements and is a significant and fundamental part of the comprehensive benefits package ACERA provides to eligible employees.

**For more information about ACERA, please visit
www.acera.org**

Current Services:

Over the years, ACERA has expanded its member services to include employees of the Alameda County-based Superior Court of California and the five special districts of the County, as well as to administer retiree health care, dental care, vision care, and supplemental cost-of-living benefits.

Mission:

To provide ACERA members and employers with flexible, cost-effective, participant-oriented benefits through prudent investment management and superior member services. Commitment (Board and Staff) to carry out our Mission

through a competent, professional, impartial and open decision-making process. In providing benefits and services, all persons will be treated fairly and with courtesy and respect. Investments will be managed to balance the need for security with superior performance. We expect excellence in all activities. We will also be accountable and act in accordance with the law.

Job Description:

Under general direction, assists the Retirement Benefits Manager in planning, organizing and supervising the Benefits Division of the Alameda County Employees' Retirement Association.

DISTINGUISHING FEATURES

This is a single position class responsible for supervising the benefits activities of the Retirement Association, which includes record keeping, application process, counseling, and retirement payroll. This class is distinguished from the Retirement Benefits Manager by the former having the responsibility for developing or enhancing benefit programs and member services and integrating the workflow of the Benefits Division staff with the work of staff in other divisions, while the latter having the responsibility for the day-to-day supervision of projects underway and for responding to staff requests for assistance on complex benefit issues.

Examples of Duties:

NOTE: The following are duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level.

Each individual in the classification does not necessarily perform all duties listed.

1. Assists the Retirement Benefits Manager in planning, organizing and supervising the work of benefits staff involved in reconciling and producing the monthly pension payroll, maintaining and updating retirement account balances, supervising the determination of accrued service credit balances in manual and automated records, and processing new and terminating members; makes recommendations for approval of claims for death, disability and retirement, subject to confirmation by the Retirement Board.
2. Resolves benefit issues and assists with member counseling on complex or sensitive cases; may develop and/or present retirement education materials.
3. Performs day-to-day supervision of benefits staff working in teams, ensuring delivery of superior member services by providing guidance and training and assisting with research on complex cases.
4. Assists with developing policies and procedures for all activities within the Benefits Division; ensures benefit-related policies and procedures are followed.
5. Supervises the division of community property interests of members' retirement accounts in marital dissolution cases.

Minimum Qualifications

EITHER I

Graduation from an accredited college or university with a Bachelor's degree in Business or Public Administration, Human Resources or a closely related field.

AND

The equivalent of two years of full-time experience as a Retirement Specialist III in the Alameda County classified service. (Non-classified includes District Attorney's Office, Hospital Authority, and the Consolidated Courts.)

OR II

Graduation from an accredited college or university with a Bachelor's degree in Business or Public Administration, Human Resources or a closely related field.

AND

The equivalent of two years' full-time professional benefits or retirement experience, one year of which must have been in a supervisory position.

SUBSTITUTION:

Possession of the Certified Employee Benefits Specialist certificate and two years of relevant experience may be accepted in lieu of the required degree.

Additional years of experience may be substituted for the required education on a year-for-year basis.

NOTE: The Civil Service Commission may modify the above Minimum Qualifications in the announcement of an examination.

Knowledge and Skills

NOTE: The level and scope of the following knowledge and abilities are related to duties listed under the “Example of Duties” section of this specification.

KNOWLEDGE OF:

- 1937 Act County Employees Retirement Law as it relates to disability and service retirements, divorce and death benefits.
- Actuarial principles pertaining to retirement system funding.
- Modern principles and practices of staff development and supervision.
- Customer service.
- Retirement benefit calculations and processes.
- Issuance and reconciliation of pension payroll.
- Management of automated information systems.
- Operation of a personal computer with proficiency in word processing and spreadsheet applications.
- Management of work teams.

ABILITY TO:

- Establish and maintain professional relationships with members of the Retirement Board, ACERA staff, members of the Retirement Association, other governmental agencies, legal and medical professionals and consultants.
- Supervise the work of subordinate staff.
- Coach and develop staff to deliver superior member services.
- Analyze and solve problems.
- Gather, organize, and summarize specialized data.
- Work effectively in a team environment.
- Interpret and apply the provisions of retirement law and Board policies and procedures.
- Manage automated information systems.
- Identify and use all necessary resources.
- Employ effective oral and written communication skills to make public presentations and reports.
- Improve processes to enhance member services.
- Exercise sound judgment in decision making.

Resumes, current Alameda County Application and Supplemental Questionnaires must be in the possession of the ACERA Human Resources Department by April 10, 2026 at 5:00 p.m.

Resumes, current Alameda County Application and Supplemental Questionnaires must be sent via email to Ofelia Garrido, ACERA Human Resources Specialist, at ogarrido@acera.org. She can be reached at 510-628-3006.

SUPPLEMENTAL QUESTIONNAIRE:

A properly completed Supplemental Questionnaire must be submitted with each resume. Resumes and Supplemental Questionnaires must be in the possession of the ACERA Human Resource Department by 5:00 p.m. on the Last Day for Filing. Failure to submit a resume or Supplemental Questionnaire will result in disqualification.

Supplemental Questions: Retirement Assistant Benefits Manager

1. Give an example of how you delegated responsibility for a recent assignment, for instance, whom you chose, what and how you delegated the assignment and what you did to monitor it?
 2. Do you have experience writing about technical subjects? Describe the most significant report or written work you have completed.
 3. Describe a time when you developed, revised, or implemented a policy or procedure that improved operational efficiency or compliance.
 4. How do you ensure your team remains knowledgeable about complex retirement rules, policies, and procedures?
 5. Why do you want to assume a leadership position at ACERA?
 6. What skills do you possess to assume a leadership position at ACERA and what has motivated you to apply for this opportunity?
-