

RETIREMENT SERVICES MANAGER, SENIOR

KIND OF WORK

Executive management retirement services work.

NATURE AND PURPOSE

Under broad administrative direction, manages and directs the operations of a division or divisions within a statewide retirement system; provides executive management leadership and strategic direction to a division or multiple divisions to support the mission of a specific retirement system.

DISTINGUISHING CHARACTERISTICS

This level is distinguished from the Retirement Services Manager designation by a broader scope of management authority and responsibility for a major division(s) with multiple departments. This job class will also be authorized to assume a greater degree of budgetary responsibility compared to the Retirement Services Manager. This class would be able to define a policy and how it is integrated into current retirement systems functions.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Manages and directs division operations; provides strategic direction and leadership to ensure the accomplishment of goals, objectives and outcomes consistent with the mission of a specific retirement system in partnership with other management staff.

Oversees the daily operations of divisional retirement plans, benefits or programs to ensure compliance with plan documents and governing statutes.

Plans, develops and implements policies and administrative procedures for a retirement system division or multiple divisions.

Manages the human and fiscal resources of a retirement system division or divisions; ensures operational priorities are accomplished within the allocated budget and human resources.

Directs the development and strategic direction of comprehensive business plans.

Attends all meetings of a retirement system Board of Trustees; participates with the Executive Director in planning, organizing and delivering presentations to the Board; implements Board actions and decisions.

Participates in the formulation of legislative retirement system proposals; drafts bills and supporting documentation; provides testimony at legislative hearings or committees.

Oversees the relationship with the retirement plan record keeper and the disability review organization.

Collaborates with other retirement system senior management regarding overall strategic planning for a particular retirement system.

Participates in executive management discussions and strategic planning sessions.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Actuarial concepts and principles sufficient to recommend policy changes, staff training and retirement system performance evaluation.

Public pension and healthcare plan strategies to oversee the development of variable business plans.

State and federal laws, regulations, actuarial fundamentals, retirement program requirements, policies and objectives.

Retirement defined contribution plan design and the application of state and federal laws and rulings.

Legislative process and operations.

Principles and practices of effective leadership and change management.

Principles and practices of strategic business management.

Principles and practices of administrative management.

Principles and practices of budget development and administration.

Principles and practices of program evaluation.

Principles and practices of organizational development and effectiveness.

Principles and practices of project management.

Principles and practices of effective employee supervision.

Principles and practices of effective executive leadership.

Ability to:

Effectively manage and supervise the work of subordinate managers and other staff.

Evaluate business operations and develop creative solutions to business issues and problems.

Develop strategic business goals for multi-disciplinary work teams; define metrics; measure progress; evaluate results; and initiate improvements.

Direct the development and administration of a division budget in compliance with statewide accounting practices.

Synthesize and apply large volumes of complicated, diverse and conflicting information.

Conduct timely and complete decisions that comply with known and unknown variables, including political, staff and general resources.

Manage multiple projects with limited resources.

Promote and facilitate collaboration and cooperation among subordinate staff.

Develop and maintain effective working relationships with superiors, peers, subordinate staff, Board of Trustees, retirement system members, employer units and other stakeholders.

Skill in:

Oral and written communications.

Human relations sufficient to manage, negotiate and resolve conflicts while establishing rapport and navigating solution with adversarial partners.

Establishing trust, resolving work issues, creating and managing change, providing constructive feedback and developing and maintaining working relationships.

Developing and implementing effective and efficient strategic business plans.

#### LICENSURE/CERTIFICATION

May require:

FINRA Series 6 and 63 licensure.

FINRA Series 26 licensure (to be obtained within the first three months of employment)

Minnesota Insurance Producers License – Accident and Health

Minnesota Insurance Producers License – Variable Life and Variable Annuities

Est.: 11/16

Checked:

Rev.:

T.C.:

Former Title(s):