



GOVERNMENT EMPLOYEES' RETIREMENT SYSTEM OF THE VIRGIN ISLANDS

An Equal Opportunity Employer

ANNOUNCES AN OPENING FOR THE FOLLOWING POSITION ON THE ISLAND OF ST. THOMAS

Chief Operating Officer (*Exempt*)

The Chief Operating Officer (COO) performs senior-level executive management work enhancing the internal organization processes and infrastructure that will allow the system to fulfill its mission. The COO is responsible for the oversight of Operations, Facilities, Records Management, Member Services, Communication and Member Education, and Human Resources. Leadership is provided to the System in strategic planning; budgeting; effective execution of and compliance with the laws, policies, rules, and regulations that governs the System and works actively as a team with the Administrator and the Assistant Administrator in the development and execution of the directives of the Administrator and the Board of Trustees.

Work is confidential in nature and is performed under the general direction of the Administrator with latitude for initiative and independent judgment. The COO also serves as a member of the Administrator's executive team.

DUTIES INCLUDE (NOT ALL INCLUSIVE):

Evaluates and analyzes the performance of the agency, identify program modifications, and consults with the Administrator on operational improvements.

Provides executive direction and oversight of Member Services to ensure the highest standards of accountability, responsiveness, and system efficiency by managing the overall processing of benefits, delivery of service, workload, and ensuring the development of operational procedures.

Provides executive direction and oversight for the Communication and Member Education Unit, including public information and communication, customer service, marketing, member relations, and member and retiree education programs and outreach services.

Provides oversight of Human Resources in the areas of recruiting, staffing, employment processing, training and development, employee and labor relations, benefits administration, personnel transactions, and HR-related systems.

Provide oversight of Records Management to ensure member records and documents of the System are adequately scanned and archived in accordance with the retention and disposal policies and procedures of the System.

Provides oversight for Facility Management to ensure that there is a comprehensive maintenance plan in place that speaks to the efficient daily operations of the physical plants and equipment, and the maintenance, repairs, and security of all System owned properties.

Ensures proper collections, reporting, and accounting of rents and parking receipts.

Ensures proper procurement policies, adequate liability, and property insurance and system to monitor adherence to leases are in place.

Ensures that appraisals of the System owned properties are performed timely.

Responsible for Safety and Disaster Plans.

Works with the Administrator and executive team to develop and implement strategic goals and plans for major capital improvements.

Prepares and submits to the Administrator timely monthly report and other required monthly reports for functions under the supervision of the COO.

Prepares and submits to the Chief Financial Officer an annual budget based on performance-based budgeting (PBB) for the functions under the supervision of the COO for review annually.

Performs the function as Acting Administrator in the absence of the Administrator and Assistant Administrator.

Performs other duties as needed or assigned by the Administrator.

QUALIFICATIONS:

Master's degree from an accredited college or university with a concentration in Business Administration, Management, or related field and seven (7) of progressively responsible operational/administrative and senior management/leadership experience.

Bachelor's degree from an accredited college or university with major course work in Business Administration, Management, or related field, with ten (10) years of progressively responsible operational/administrative and senior management/leadership experience.

Letter of interest, resume, and job application must be submitted by 5:00 p.m. November 21, 2019. Applications can be found online at www.usvigiers.com. Resumes and complete job applications may be sent to zcastro@usvigiers.com or:

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