CALSTRS
HOW WILL YOU SPEND YOUR FUTURE?

☐ PROPOSED

☒ CURRENT

DUTY STATEMENT

	EFFECTIVE DATE
BRANCH Executive	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 101 - 4653 - 001
DIVISION/UNIT Executive	CLASS TITLE Chief Operating Officer
INCUMBENT NAME Vacant	WORKING TITLE Chief Operating Officer (COO)

CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.

Under the administrative direction of the Chief Executive Officer (CEO), the COO provides executive oversight for all strategic initiatives, programs, large scale efforts, and internal operations for all CalSTRS programs not governed within Legal, Finance, or Investment segments of the organization. The COO has broad operational oversight responsibilities focused on ensuring organizational continuity, including succession planning preparedness and continuous improvement. The COO ensures that all CalSTRS business operations are cohesive, efficient, and effective to support the accurate calculation and payment of pension benefits. The COO is a member of Executive staff and serves as an expert advisor to the CEO, Teachers' Retirement Board (TRB), developing, recommending, and implementing the policies, strategies, and initiatives in support of the TRB strategic plan and fiduciary responsibility. The COO acts in the absence of the CEO.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
	ESSENTIAL FUNCTIONS
40%	Provide executive leadership, management, and policy direction to a team of executives managing CalSTRS internal operations that support the accurate calculation and payment of pension benefits. Oversee all strategic initiatives, programs, large scale efforts concerning the administration of CalSTRS defined benefit and defined contribution programs, enterprise technology systems, employer audit functions, strategic and business planning, human resources, procurement and facilities, as well as all public affairs programs which include all external affairs, communications, and governmental relations programs and activities, and manage the Ombuds function.
30%	Act as a chief policy expert and advisor to the CEO and TRB on the most sensitive, complex, and critical operational and personnel related issues impacting the system. Provide guidance to the CEO and TRB in the development of significant policy matters that support the development and delivery of products and services to CalSTRS members and beneficiaries. Oversee the implementation of policies in accordance with Teachers' Retirement Law, legislatively mandated changes and strategic plans set forth by the TRB. Oversee the overall planning, development, organization, monitoring, evaluation, and documentation of CalSTRS strategic and business plans. Oversee the enterprise-wide framework of operational and customer service performance measures that continuously reinforce accountability, improvement, and transparency of all key responsibilities at CalSTRS. Oversee large scale projects and drive change initiatives. Lead the organization's continuous improvement activities, capturing and identifying new strategies, technologies, and trends. Serve as chair of the Enterprise Program Investment Council (EPIC).
25%	Ensure business continuity, including succession planning preparedness. Partner with Chief Financial Officer on identification and mitigation of program, reputational, political, and operational risks. Oversee the establishment and monitoring of internal controls that ensure the accurate collection of member data from employers, accurate pension benefit calculations, and accurate and timely benefit payments. Oversee the establishment of audit mechanisms to test internal controls and ensure compliance. Direct the activities that manage the monitoring of fraud and abuse prevention and reporting program with a focus on benefit spiking and miscalculation of payments. Oversee stakeholder relations, governmental relations, external affairs, external/internal communications, and reputation management to ensure CalSTRS is understood and well positioned in the Financial Services industry. Oversee the management of the governmental relations activities that monitor and review both state and national legislative and regulatory issues that may impact CalSTRS and its investment responsibilities. Oversee the management and development of legislative proposals consistent with the objective of providing financial security to California's educators. Oversee the management of CalSTRS Corporate Sustainability policy and program.
	MARGINAL FUNCTIONS

5%	Serve as an Executive staff representative on CalSTRS governance councils, roundtables, and organization-wide forums. Represent CalSTRS before constituent groups, State agencies, the legislature, as well as organizations within financial services and pension arenas.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Executive Classification Competencies. Understanding and demonstration of the following competencies apply to the Executive class family:

- Decision Making and Risk Management
- Fostering Diversity
- Interpersonal Empathy and Understanding
- Organizational Awareness and Global Perspective
- Personal Strength and Maturity
- Results Orientation and Professional Confidence
- Strategic Thinking and Implementation

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Communicate effectively with executive staff, program staff, board members, the Legislature, other agencies, the public, clients, and client group representatives
- Interact with individuals in a tactful, congenial, personable manner
- Demonstrate commitment to diversity of thought, an inclusive leadership style, and ability to give and receive feedback with the highest level of professionalism
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Occasional overnight in state/out of state travel
- Occasional travel to various locations for training and/or meetings
- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE SIGNED