

# CORINNE M. KOCH

13213 BIG CEDAR LANE • Bowie, MD 20720

sdakotakoch@msn.com

915.603.0304

---

March 21, 2016

EFL Associates

Attention: Katie Forshey

8181 E. Tufts Avenue, Suite 600

Denver, CO 80237-2579

RE: Executive Director- City of Jacksonville Police & Fire Pension Fund

Dear Ms. Forshey:

Please accept this submission as my interest in the Executive Director position for the City of Jacksonville Police & Fire Pension Fund. My enclosed resume reflects my qualifications, experience, and background.

With over 18 years of experience in public sector and most recently Taft-Hartley plan administration, I have a significant background in the areas of public sector defined benefit plans, fund and office operations administration, leadership of management and line staff, member education, customer service, and the development of policies and procedures for pension fund operations. I have successfully collaborated with actuaries, attorneys, auditors, investment and other consultants, local municipalities, state representatives, plan participants, and other stakeholders.

In my current role as the Fund Administrator for the International Painters and Allied Trades Industry Pension Fund, I have managed the daily activities of the Fund office, reported to three Boards of Trustees, represented the Fund, and provided guidance and direction to staff. I also served as the Director of Operations for the Fund office. As the Deputy Chief Benefits Officer for the District of Columbia Retirement Board, I focused on departmental process improvement, the implementation of production measurements, improved customer service and organizational image, and staff development. As a consultant for Fund operations with the El Paso Firemen & Policemen's Pension Fund, I orchestrated the development and implementation of policies and procedures and the identification of operational requirements relative to benefits processing within a new Pension Administration System. Additionally, as the Retirement Benefits Manager for the South Dakota Retirement System, I directed the daily retirement benefits operation, created, organized, and implemented retirement education programs for the membership, and partnered with other internal departments to conduct operational training programs for the over 460 reporting employer units of the system. At this point in my career, I am interested in securing a position that will continue to expand upon my retirement industry experience and result in a fulfilling position within a positive work environment. With my background in public sector retirement plan operations and knowledge and connections within the retirement industry, I bring existing experience, operational knowledge, and current relevance to the Executive Director position.

My resume speaks well of my career experience, knowledge, organizational skills, and my ability to work with a wide range of industry professionals. My references, available upon request, will support my ability to successfully execute the duties of the Executive Director position.

- led and coordinated the implementation of an office call center
- identified areas needing attention/action in regard to regulatory requirements
- led activities surrounding the posting and hiring process and directed work performed by the Human Resources area
- managed and directed the development and distribution of the amended Summary Plan Description in accordance with regulations
- developed uniform templates for internal and external communications (forms, letters, pamphlets)
- delivered operational and budgetary updates/reports at Board of Trustee meetings
- created performance evaluation documents for internal use
- responded to and participated in grievance matters of the collective bargaining unit

**DISTRICT OF COLUMBIA RETIREMENT BOARD, Washington, DC (2011-2014)**

*Deputy Chief Benefits Officer for the provider of Retirement, Disability, and Survivor Benefits for the Police Officers, Firefighters, and Teachers of the District of Columbia.*

*Managed daily operations of the DCRB Benefits Department including the Retirement Services, Member Services, and Quality, Compliance, and Projects Units and accountable to the Chief Benefits Officer for the completion of various Departmental projects including the Business Process Re-Engineering of the Department. Held delegation of authority in the absence of the Chief Benefits Officer.*

- provided guidance and direction to all units of the Benefits Department
- managed departmental unit managers and workflow assigned to the units
- initiated a policies and procedures committee to develop/implement guidance and reference materials for the Department
- developed booklets, pamphlets, forms, surveys, and other correspondence materials for Department and membership use
- developed successful working relationships with external partnering agencies including the U.S. Department of the Treasury Office of D.C. Pensions (ODCP), District of Columbia Retirement and Relief Board, District of Columbia Human Resources Department, the Office of Pay and Retirement Services, District of Columbia Public Schools, Metropolitan Police Department, and the Fire and Emergency Management Services
- presented departmental project progress reports and related information to the Board of Trustees and ODCP/DCRB administration meetings
- led Business Process Re-Engineering initiative for the Department and oversaw work and performance of the consultant
- conducted interviews for employees and temporary hires and delivered performance reviews and disciplinary actions
- developed Department Requests for Proposals (RFP), interviewed candidates, and monitored contractor performance
- developed strategic goals and vision for the future of the Benefits Department
- maintained highest level of ethical standards in all interactions with members, staff, partnering agencies, Board of Trustees, and other related stakeholders

**EL PASO FIREMEN & POLICEMEN'S PENSION FUND, El Paso, TX (2008-2010)**

*Consulting Operations for the provider of Retirement, Disability, and Survivor Benefits for the City of El Paso Fire & Police Departments*

*Recruited as a temporary hire to assist the Fund with establishing written policies and procedures, creating educational literature, streamlining office forms, hiring benefits personnel, and other projects as deemed necessary.*

- reviewed office operations for efficiency and implemented change for enhanced productivity
- drafted policies for new office initiatives and policy change for existing policies not meeting expectations of the organization
- identified operational needs required of the Pension Administration System and communicated ideas for end user accuracy and productivity
- interacted with Fund actuary and legal counsel in matters related to statute interpretation and policy implementation
- designed formats for organizational forms and other correspondence
- developed and produced Fund newsletter
- conducted interviews for office vacancies
- investigated and addressed other office needs as required by the organization

- supervised/coached staff members in a fast-paced work environment to achieve desired departmental and personal goals
- analyzed, prepared, and presented results of management projects to area directors
- participated in corporate Associate Manager programs in New York

***Backhouse Broker & Security Access Administrator (1993-1995)***

*Functioned as a trade desk broker in a fast-paced environment. Liaison to field brokers across the western United States and sister site in New York, NY. Entrusted to place and execute trades on the exchanges and operate with a high degree of accuracy and confidentiality.*

- executed trades via the appropriate exchange – NYSE, AMEX, and etc.
- performed trading activities via collaboration with New York offices in contingency/disaster planning exercises
- managed security access requests for the Western Region investment offices
- provided Western Region Investment Consultants with investment research, service, and account creation
- investigated/resolved trade errors and initiated proper correction
- maintained highest level of ethical protocols required of professionals in the securities/investment industry

***Customer Service (1988-1993)***

*Hired after undergraduate college graduation to assist cardholders with questions on accounts, payments, interest calculations, and other related card programs such as the American Airlines and Ford credit cards.*

- entrusted to perform management level functions in managers' absence
- instructed new hires and communicated performance results throughout training programs
- coached employees in establishing desired goals and provided feedback to gauge results
- resolved customer issues relative to credit card accounts and related benefit programs

**FORMAL EDUCATION**

---

**Master of Business Administration – Business Administration**

University of South Dakota, Vermillion, SD 1994 GPA 3.55

**Bachelor of Arts – English (major) Spanish (minor)**

University of South Dakota, Vermillion, SD 1989 GPA 3.45

**CERTIFICATIONS**

---

**Certified Retirement Counselor®**, InFRE (Effective 2007)

**Certificate of Achievement in Public Plan Policy – Pensions**, IFEBP (2006)

**Series 7 & 63** (Inactive)

**TECHNICAL SKILLS**

---

Microsoft Office: Word, Excel, Outlook, PowerPoint, Publisher

Adobe: LiveCycle® Designer, Professional

Administration Applications: Vitech V3, FoxPro, PeopleSoft, Pension Administration Systems, Time Keeping System (TKS)

SharePoint

Photoshop

Word Press