

Executive Director Responsibilities

5.2 – Service to Members, Retirees, Employers and Stakeholders

Date Adopted: August 8, 2013

Date Amended: October 12, 2017

Policy

The System shall provide service by building trust through the delivery of timely and accurate information while maintaining respect for member, retiree, employer or stakeholder need for information and level of knowledge about the System and its business.

Statutory/Legal Provisions

- [1 M.R.S. § 402\(3\)](#), [5 M.R.S. § 17057](#).

Administration

The Executive Director shall manage the organization so that:

- MainePERS serves members, retirees, employers and stakeholders with accurate, timely and transparent information about the System's retirement plans, funding requirements, investment performance and national trends;
- Members, retirees, employers and stakeholders are treated respectfully at all times, whether in their presence or absence;
- Members, retirees, employers and stakeholders receive a clear understanding of services provided;
- Services are tailored to individual or group needs;
- Only information necessary to conduct System business is collected and maintained;
- Information technology and systems follow best practices in safeguarding member, retiree, and employer data;
- Member, retiree, employer and stakeholder concerns are addressed and resolved at the earliest point in the service delivery process
- System operations are transparent;
- Investment information is managed to meet transparency needs of stakeholders without jeopardizing MainePERS' competitive position.