

## **2-07/080.30 - Employee Service Center**

This section has the following responsibilities:

- process service connected disability retirement credentials;
  - process Carrying Concealed Weapon (C.C.W.) permits;
  - facilitate the Carrying Concealed Weapon (C.C.W.) and retirement credential revocation hearings;
  - answer employee inquiries concerning any area of Personnel Administration Bureau's responsibilities;
  - provide orientation to all newly hired employees regarding employee pay, medical and insurance benefits, employee identification and badges, Direct Deposit Program and Federal and State Withholding Allowance Tax Forms;
  - coordinate the processing of new hires, transfers, reinstatements and settlement agreements;
  - coordinate the processing of in and out Military Reservists with Pay, Leave Management and the Reintegration Programs;
  - research and resolve employee pay discrepancies;
  - serve as the Department's primary liaison for employee retirement issues with the Los Angeles County Employees' Retirement Association (LACERA);
  - issue, retrieve, repair, maintain and audit all Department badges;
  - provide orientation for retiring personnel, assist with badge orders and encasements and prepare Carry Concealed Weapon (CCW) identifications upon authorization for full credentials;
  - coordinate and interact with the County's Third Party Administrator involving matters of benefits, lapses in employees' coverage and special events such as Marriage, Divorce, Birth and Death; and
  - distribution of Department Service Awards.
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