



EMPLOYER SERVICES REPRESENTATIVES

The TCDRS Employer Services Representatives are always available to answer any questions you might have about your plan. Whether you would like them to give presentations to governing boards and commissioners courts, provide you with rate information and analysis, or give you details about TCDRS plan provisions, your representative is ready to work for you. To contact your representative, call 800-651-3848.



Erika Nieto

Erika is a certified Dale Carnegie trainer with a B.A. in communication studies from Southwestern University. She's worked with TCDRS since 2012 first serving as a Member Services Field Representative. Prior to TCDRS, she facilitated and enhanced client relations for a variety of large and small businesses. "Building rapport with our employers is most important, as it allows us to establish comprehensive relationships for years to come," Erika says. "I am fortunate to work with our distinctive employers and value the opportunity to help them effectively manage their TCDRS plans."



Roxanne Bitá

Roxanne has a B.A. in business administration from Baylor University. After graduation, she joined the Peace Corps as an economic development business consultant and worked with women's groups in Honduras, conducting community education seminars and teaching business to high school students. She enjoys applying her solutions-oriented approach to the needs of TCDRS employers. "By observing an employer's daily routine, I can help them improve their daily processes when it comes to administering the TCDRS plan," she says.



Amy Campbell

As the Employer Services Manager for TCDRS, Amy coordinates the efforts of the four Employer Services Representatives. She also travels the state to speak at conferences and inform associations of their eligibility to join TCDRS. "Working with employers to ensure they fully understand the TCDRS system and have strategies in place to fund the benefits they offer to their employees gives me a great sense of accomplishment," says Amy. She has a bachelor's degree in education from the University of New Mexico.



Tim Krause

Tim has been with TCDRS since 2006. He has a B.A. in communications from Corpus Christi State University (now Texas A&M University at Corpus Christi) and an M.B.A. from Our Lady of the Lake University in San Antonio. "When I'm making presentations, I really enjoy those moments when something I've said turns on a bright light for the decision-makers and gives them the information they need to provide the best possible benefits for their employees," says Tim.



Ralph Wallace

Ralph grew up in West Texas, has a B.A. in public relations from Southwest Texas State University (now Texas State University) and has lived in Central Texas since 1987. As a TCDRS representative, he travels the state talking to county commissioners courts and districts' governing boards about administering and funding their retirement plans. "I enjoy knowing I'm making a difference in someone's life," says Ralph. "Working with administrators and decision-makers to help them make the best-informed decisions is very satisfying."

Kristina Fox



Kristina is a native Austinite and earned her B.B.A. from Baylor University. Kristina (Acuña) was part of the TCDRS Employer Services team from 2008 to 2014, before exiting briefly to pursue another opportunity. She rejoined in 2015 to help guide the final phase of the new pension system integration. Now she is back with Employer Services where her focus is growing TCDRS by supporting prospective employers. "I am proud to work for a system that makes retirement plan design paramount and enjoy enlightening prospective employers as we build the right plan for their organizations," Kristina says.