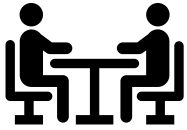


ETF Division of Benefits Administration

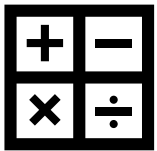
Current Vacancies



Retirement Planning Section

Member Services Bureau

These positions provide materials and education to members so they can take full advantage of their benefits. Work includes producing more than 30,000 estimates and applications annually, allowing members to access retirement, death, and disability benefits. Positions conduct virtual, and in-person meetings with members to educate them about all available benefits including health, life, death, disability, retirement, and supplemental insurances. Positions in these sections provide regular call center support; the commitment varies with experience. During training and extreme high-volume periods, a person spends 4-5 days a week on the phones. The normal commitment is 1 day a week on the phones. These positions require people who enjoy a hybrid work environment. Employees typically work in the office 2 days a week and remotely the rest of the time.



Benefit Initiation Section

Benefit Services Bureau

These positions are responsible for ensuring that ETF members receive benefit payments. BIS staff process detailed benefit applications, determine eligibility, calculate, audit, and finalize benefit payments. BIS analyzes member records and provides detailed benefit information in writing and verbally to our members. BIS resolves issues related to payments to maintain an accurate payroll for retirees. Approximately 60-70% of staff time is dedicated to business processing while approximately 30-40% of staff time is related customer service inquires and resolution. BIS primarily initiates outgoing communications to members rather than incoming communications. Strong problem solving, attention to detail, communication, and organizational skills are highly valued. Employees may work remote up to 4 days a week.



Employer & Retiree Insurance Section

Employer Services Bureau

These positions utilize a case management approach to provide benefit and insurance services to a subset of the annuitant, member, and employer populations. Key responsibilities include analyzing participant records to determine insurance and sick leave eligibility, conducting research on questions and communicating the results and available options, and assisting employers with reconciliation questions related to their invoices for insurances offered. Employees may work remote up to 4-5 days week.