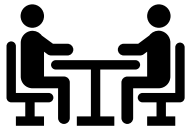


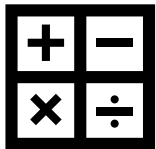
# *ETF Division of Retirement Services*



## **Retirement Planning & Outreach Section**

**Member Services Bureau**

These positions provide materials to members so they can access their benefits or obtain needed information about their benefits. Member Services produces more than 30,000 estimates and applications annually so members can access retirement, death, and disability benefits. We conduct virtual, in-person, and group meetings with members to educate them about these available benefits. The availability of remote work depends on the position. Some employees may work remote 3-4 days a week; others may be required to be in the office full-time.



## **Benefit Initiation Section**

**Benefit Services Bureau**

These positions process detailed benefit applications and determine eligibility, and calculate, audit, and finalize benefit payments. We analyze member records and provide routine and non-routine and detailed benefit information in response to inquiries and requests, as well as issues detected internally, to resolve benefit questions and issues. These issues relate to such topics as: benefit eligibility, benefit calculations, forced distribution payments, adjustments to existing benefit payments, taxability of benefits, life insurance, and collection of overpayments. Employees may work remote up to 4 days a week.



## **Contact Management Section (Call Center)**

**Member Services Bureau**

These positions provide accurate and timely information by phone and email on a wide range of topics including health insurance, life insurance, retirement benefits, death benefits, and disability. We are a smaller call center of about 25 people and primarily work from home while assisting members over the phone. We primarily receive calls from members who have retired and have questions about their monthly annuity and other benefits. We also receive calls from active members who are considering retirement and want to understand their benefits and the process. We take pride in providing the best customer service to assist members with the different chapters in their journey. Employees may work remote up to 5 days a week.

# *ETF Division of Retirement Services*



## **Employer Services Section: Insurance Unit**

**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. We have the following key responsibilities: analyze participant records to determine health insurance and sick leave eligibility and entitlement, research health insurance and sick leave questions and communicates the results and available options, and assist employers with reconciliation questions related to their invoices for insurances offered. Employees may work remote up to 4 days week.



## **Employer Services Section: WRS Unit**

**Employer Services Bureau**

These positions provide detailed information to Wisconsin Retirement System (WRS) participating employers and members, Department staff, and other interested parties related to WRS reporting, member account maintenance, questions, and issue resolution. We communicate benefit program (WRS) information thoroughly and explain eligibility requirements, reportability of service and earnings, and deadlines. Employees may work remote up to 4 days week.



## **Disability Programs Section**

**Benefit Services Bureau**

These positions are usually filled internally, but they may occasionally be filled via open recruitment. These positions document, determine, and evaluate disability benefits available at all levels. In these positions, the emphasis is on claim processing and audit of WRS disability benefits. These positions have case management functions, evaluate disability applications for completeness and eligibility, suspend and terminate disability benefits based on medical and financial documentation, verify life insurance and notify employers of eligibility for group life insurance premium waiver, and provide information regarding benefits and processes. Employees may work remote up to 5 days a week.