

ETF Division of Benefits Administration



Retirement Planning Section

Member Services Bureau

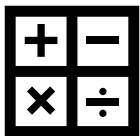
These positions play a vital role in helping members understand and maximize their benefits. Staff in these roles are responsible for producing over 30,000 estimates and applications annually, enabling members to access a range of benefits including retirement, disability, and death benefits. In addition to processing applications, these positions provide individualized education and support through both virtual and in-person consultations. Topics covered include retirement, health, life, disability, death benefits, and supplemental insurance options. Call center support is also an essential function. During the training period and high-volume times of the year, employees typically spend 4–5 days per week handling incoming member calls. Under normal conditions, this commitment is reduced to approximately 1 day per week, depending on experience and departmental needs. These positions are ideal for individuals who thrive in a hybrid work environment. Employees generally work onsite 2 days per week, with the remainder of the schedule performed remotely.



Member Call Center

Member Services Bureau

These positions serve as a primary point of contact for members seeking accurate and timely information on a broad range of topics, including health insurance, life insurance, retirement benefits, death benefits, and disability coverage. Employees in these roles work within a dedicated call center team of approximately 30 professionals, providing high-quality service primarily to retired members with questions about their monthly annuity and ongoing benefits. In addition, they support active members who are planning for retirement and need guidance on available benefits and the retirement process. This team takes pride in delivering exceptional customer service and supporting members through important life transitions. These positions offer the flexibility of a fully remote work environment, with employees eligible to work from home up to 5 days per week, apart from a quarterly requirement to attend onsite meetings.



Benefit Initiation Section

Benefit Services Bureau

These positions are responsible for ensuring that ETF members receive benefit payments and administer other post-retirement benefits such as health insurance. BIS staff process detailed benefit applications, determine eligibility, calculate, audit, and finalize benefit payments. Key responsibilities include analyzing participant records to determine insurance and sick leave eligibility, conducting research on questions and communicating the results and available options. 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 inquiries 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.