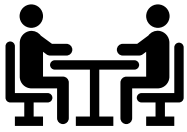


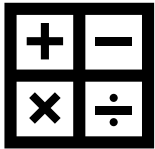
# *ETF Division of Retirement Services*



## **Retirement Planning & Outreach 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. A few positions require a person who enjoys working in the office, and those employees will 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 insurance and sick leave eligibility and entitlement, research 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.