



**LABORERS' AND RETIREMENT BOARD EMPLOYEES'
ANNUITY AND BENEFIT FUND OF CHICAGO**

Member Services Assistant

Chicago, IL

EMPLOYER DESCRIPTION

The Laborers' and Retirement Board Employees' Annuity and Benefit Fund of Chicago (the "LABF") was established in 1935 for the purpose of providing retirement and disability benefits to employees of the City of Chicago or the Board of Education who may be employed in a laboring capacity and to the beneficiaries of such employees. Employees of three City of Chicago pension funds are also members of the LABF. The LABF is governed by an eight-member Board of Trustees and currently employs 21 full-time staff members. The LABF currently has approximately 7,700 members and \$1.2 billion in investment assets. Please visit www.labfchicago.org for more information regarding the LABF.

JOB DESCRIPTION

Under the general direction of the Benefits Manager / Assistant Benefits Manager, the Member Services Assistant supports the Member Services Division of LABF's Benefits Department and is responsible for a broad range of administrative functions. The Member Services Assistant is often the first point of contact for LABF's members and therefore plays a critical role in efficiently servicing members and shaping the member experience.

Key Duties and Responsibilities:

General Administrative:

- Field incoming calls, answer member questions, and monitor LABF's general voicemail inbox.
- Process regular incoming and outgoing mail. Assist with the preparation of mass mailings.
- Maintaining various process logs as needed (Requires use of spreadsheets and databases).
- Scan, index and organize files and documents. Perform quality control review of scanned documents.

Benefits Administration:

- Answer basic questions from members regarding LABF benefits, processes and procedures. Requires a basic understanding of benefit types and calculation methods.
- Initiate the processing of update requests (e.g. address changes, direct deposit account changes, etc.) and applications for benefit payments (e.g. annuity benefits, disability benefits, refunds etc.).
- Serve as liaison between LABF and the City of Chicago's Department of Human Resources regarding member employment records.

- Assist with special projects as needed (e.g. annual signature card project, research projects, etc.).
- Follow up with members regarding benefit-related issues.
- Maintain member services records and other data in benefits administration database.

Other duties as assigned

QUALIFICATIONS

Education: Bachelor's Degree or equivalent work experience preferred.

Desired Skills and Attributes:

- Exceptional customer service and communication skills (*Spanish speaking a plus*)
- Excellent organizational and time management skills
- Ability to meet multiple concurrent deadlines in a fast-paced environment
- High level of initiative and follow-through
- Hard-working, thorough, accurate, detail-oriented
- Excellent analytical and problem-solving skills
- Strong computer skills (Microsoft Office Suite, particularly Word and Excel. Experience using mail merge a plus)
- Ability to work within and enjoy a team environment
- Ability to recommend and drive process improvements
- Ability to be creative, have fresh ideas and bring a unique perspective

ADDITIONAL INFORMATION

Reports to: Assistant Benefits Manager

Office Location: Laborers' and Retirement Board Employees' Annuity and Benefit Fund of Chicago ("LABF")
321 N. Clark Street, Suite 1300
Chicago, IL 60654

Hours/Scheduling

- Full-time in office
- 8:30 a.m. to 4:30 p.m., Monday through Friday

Compensation & Benefits:

- Base annual salary of \$45,000
- Attractive insurance benefits (health, dental and vision)
- Participation in defined benefit pension plan

How to Apply:

- Must submit **resume & cover letter** to careers@labfchicago.org
- Recent graduates (graduation date on or after January 1, 2019) must specify GPA

Deadline:

- Must apply by January 17, 2022

The Laborers' and Retirement Board Employees' Annuity and Benefit Fund of Chicago is an equal opportunity employer committed to a diverse and inclusive workforce.