



# Benefits Counselor

Chicago, IL

## **EMPLOYER DESCRIPTION**

The Laborers' and Retirement Board Employees' Annuity and Benefit Fund of Chicago ("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 dependents of such employees. Employees of three City of Chicago retirement boards are also members of the LABF. The LABF is governed by an eight-member Board of Trustees and currently employs 19 full-time staff members. The LABF currently has over 2600 active members, 3500 retirees and beneficiaries, and \$1.3 billion in investment assets. Please visit [www.labfchicago.org](http://www.labfchicago.org) for more information about the LABF.

## **JOB DESCRIPTION**

Under the direction of the Benefits Manager, Assistant Benefits Manager, and the Benefits Services Supervisor, the Benefits Counselor plays a key member-facing role in the Member Services Division of LABF's Benefits Department and is responsible for a broad range of functions. The Benefits Counselor is expected to have generalist knowledge regarding all benefits and plays a critical role in efficiently serving LABF's members.

### ***Key Duties and Responsibilities:***

#### Counseling:

- Counsel LABF's members, both in person and over the phone, regarding a wide variety of moderately complex LABF benefit matters.
- Answer phone calls and assist members in person to resolve basic and escalated benefit and procedural inquiries. Requires an understanding of benefit types and calculation methods.
- Prepare clear and precise written communication with members regarding benefit-related matters.
- Process applications for pension, disability benefits, and refund requests.
- Work with LABF Fund medical provider to establish disability benefit eligibility.
- Process legal documents (e.g. small estate affidavits, power of attorney forms, etc.).
- Follow up with members regarding benefit administration issues.
- Serve as a back-up to other members of the Member Services Division.

#### General Administrative:

- Maintain member services records and other data in benefits administration database.
- Field incoming calls and monitor LABF's general voicemail, incoming faxes, and emails.
- Process regular incoming and outgoing mail. Assist with the preparation of mass mailings.
- Assist with special projects as needed (e.g. annual signature form project, research projects, data clean-up, etc.).
- Administer updates to members' accounts (address changes, direct deposit account changes, etc.).

- 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.
- Serve as liaison between LABF and the City of Chicago's Department of Human Resources regarding member employment records.

**\*OTHER DUTIES AS ASSIGNED\***

**QUALIFICATIONS**

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

***Experience:*** Two years of customer service and/or benefits administration experience.

***Desired Skills and Attributes:***

- Exceptional customer service and communication skills
- 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)
- Ability to work within and enjoy a team environment
- Ability to recommend and drive process improvements

**ADDITIONAL INFORMATION**

***Reports to:*** Benefits Manager/Assistant Benefits Manager/Benefits Services Supervisor

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

***Hours/Scheduling***

- In Office
- 8:30 a.m. to 4:30 p.m., Monday through Friday

***Compensation & Benefits:***

- Base annual salary of \$59,000
- 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](mailto:careers@labfchicago.org)
- Recent graduates (graduation date on or after January 1, 2025) must specify GPA

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