



Benefits Manager

EMPLOYER DESCRIPTION

The Laborers' and Retirement Board Employees' Annuity and Benefit Fund of Chicago ("LABF" or "Fund") 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. The 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 21 full-time staff members. The LABF currently has over 2,600 active members, and 3,500 retirees and beneficiaries with \$1.1 billion in investment assets. Please visit www.labfchicago.org for more information regarding the LABF.

JOB DESCRIPTION

The Benefits Manager manages the activities of the Benefits Services Department, which is responsible for providing a range of services to Fund members applying for retirement and disability benefits. Supervises and directs a staff of 6 employees engaged in providing benefits counseling, application processing, customer service other related services to Fund members.

Key Duties and Responsibilities

- Oversees and monitors work operations to ensure compliance with the Illinois Pension Code and Fund policies and procedures and to effectuate proper servicing of Fund members in response to requests for pension information and for the accurate and timely processing of applications for annuities, refunds, disability benefits and other related services.
- Ensures the highest level of customer service to the Fund's members.
- Develops, recommends, and implements work procedures, standards and quality control measures for the department.
- Provides technical guidance to staff in the interpretation and application of the pension code and amendments.
- Keeps abreast of changing Federal and State regulations, legislation, policies and procedures that may affect Fund benefits.
- Reviews and audits work of staff for accuracy and timeliness of response.
- Establishes employee performance standards; conducts and reviews staff performance evaluations.
- Drafts and approves correspondence to members, attorneys and other agencies as needed.
- Creates and modifies department forms.
- Prepares and reviews articles for the Fund's newsletter and Fund's Website.
- Investigates member complaints and recommends corrective procedures.
- Assists members and staff in resolving complex situations or disputes related to benefits.
- Interacts with Fund attorney regarding legal issues involving Fund members.
- Represents Benefits Services Department at monthly Board meetings.
- Works with Payment Manager and Custodian to ensure timely and accurate benefit payments and payment management.

- Identifies, calculates and collects overpayments of benefits from members and third-parties as necessary in a timely manner.
- Functions as a liaison at meetings on as needed basis with City departments, other pension funds.
- Works with other department heads to improve operations and streamline work processes.
- Performs function of counselor, application processor, disability representative, and health insurance representative in cases where confidentiality is required and when needed to maintain high level of service to members during unusually busy periods.
- Works with and provides direction to application support vendor and IT Manager regarding the Benefits Services Department's needs and requirements in the development and testing of the Fund's pension administration system and other IT requirements.
- Manages annual and special projects for the Benefits Service Department.
- Performs related duties as required.

QUALIFICATIONS

Education:

Requires a Bachelor's degree from an accredited college or university and a minimum of seven years of pension benefit administration or related experience and at least 3 years of managerial experience.

Desired Skills and Attributes:

- Demonstrated leadership skills with excellent judgment
- Flexible, team player that can lead effectively and motivate staff
- Excellent organizational and time-management skills
- Exceptional oral and written communication skills
- Ability to work in a fast-paced environment, meet multiple competing deadlines and work well under pressure
- Strong work ethic, self-starter, resourceful, accurate, detail-oriented
- Excellent analytical and problem-solving skills
- Strong computer skills, particularly Microsoft Office Word and Excel
- Exceptional customer service skills

ADDITIONAL INFORMATION

Reports To: Executive Director

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

Compensation and Benefits: Base salary \$110,000 to \$125,000 commensurate with experience
Attractive insurance benefits
Participation in defined benefit pension plan

How to Apply: Submit resume & cover letter to careers@labfchicago.org

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