



Municipal Employees'
Annuity & Benefit
Fund of Chicago

*A Pension Trust Fund of the
City of Chicago*

Verna R. Thompson
President
Elected

Reshma Soni
Vice President
Ex-Officio

Melissa Conyears-Ervin
Treasurer
Ex-Officio

Robert P. Degnan
Recording Secretary
Elected

William Canning
Elected

Dennis White
Executive Director

321 N. Clark Street
Suite 700, Chicago, IL
60654-4767

(312) 236-4700

info@meabf.org

Title: Member Services Representative

Reports to: Member Services Manager

Essential duties

Under immediate supervision, maintain Retiree Benefit Payroll and provide Customer Service to over 25,000 annuitants receiving annuity benefit.

1. Retiree Benefit Payroll:

- a. Update and confirm personal information such as members' identifying number, tax codes, gross and net amounts, and etc. to maintain annuitant records.
- b. Responsible for entering monetary and non-monetary changes to the Retiree Benefit Payroll. The monetary changes involve changes in gross benefits, reissuing of lost checks, retro payments, monies left to estate, overpayments and health insurance deductions. The non-monetary changes involve changes in direct deposit set-up/cancellation, withholding tax, health insurance codes, mailing address, payroll status, payee information, forgery claims, reinstating annuities, and waivers for guardianship.
- c. Set up and maintain retiree's future dated payment transactions for special cases including set up of alternate payee payments in accordance with the court order.
- d. Audit overpayment of benefits and contact benefit recipient. Send overpay correspondence and document in call center.
- e. Reconcile stop payments and reversals against deceased list to verify reimbursement or overpay of funds. Send lost check affidavit, small estate affidavit, and/or overpay correspondence. Document findings in call center.
- f. Review outstanding benefits when processing the death of an annuitant and contact beneficiary or next of kin. Send small estate affidavit and document in call center.
- g. Assess Exception Reports (Direct Deposit Returns) from the Payroll Vendor, and perform appropriate action based on established guidelines.



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- h. Evaluate list of deceased records reported by our death services provider and perform appropriate action based on established guidelines.
- i. Amend 1099R form for state withholding due to address change regarding annuitant accounts.
- j. Remit employee annuity deductions for child support and tax levies on a monthly basis.
- k. Maintain payroll changes in related databases and various spreadsheets.
- l. Provide and assess changes, cancellations, set up of MEABF's health insurance programs (Board of Education and City F Plan)

2. Customer Service:

- a. Answer and document inquiries from annuitants and other persons (authorized by annuitant) in call center regarding benefit payments, new legislations affecting their benefits, taxability of annuity payments, withholding rules/deductions, previous years tax problem and etc.
- b. Send and document correspondence to annuitant and other persons (authorized by annuitant) in call center regarding verification of annuity benefits, overpayments, subpoena, monies left to estate, power of attorney, guardian, conservator, alleged death and eligibility of benefits.

3. Performs other duties (special projects) as may be assigned by the supervisor.

Minimum Qualification, Training and Experience

Minimum Associate Degree (AA) or equivalent from an accredited college; OR two years of progressively responsible customer service with accounting or clerical experience, OR an equivalent combination of training and experience.

Knowledge, Abilities and Skill

Comprehensive understanding of superior customer service techniques and practices. Knowledge of computer operations, pension benefit payments, bank payroll processing, department procedures for handling benefit payroll transactions, accounting, and clerical procedures. Good human relations skills, verbal and written communication skills, and the ability to deal courteously and calmly under stressful situations.

Physical Requirements

Sitting for long periods of time, some standing, some repetitive physical activity. Candidate must be able to lift 20 pounds.



Environment

This job operates in a professional office environment. This role routinely uses standard office equipment (i.e., computers, phones, and photocopiers).

Comprehensive Benefits

The MEABF has a generous benefits package including MEABF pension and disability benefits, medical, dental and vision plans, 457 savings plan. The MEABF is an Equal Opportunity Employer. The MEABF does not discriminate due to race, color, creed, religion, sex, sexual orientation, gender and/or gender identity or expression, marital or parental status, national origin, ethnicity, citizenship status, veteran or military status, age, disability, unemployment status, or any other legally protected basis. Qualified candidates of diverse backgrounds are encouraged to apply for any vacant positions.

Salary: \$45,000-\$47,000 DOQ.

Applications will be accepted until 4:30 p.m., Tuesday, November 22, 2022.

Interested candidates should submit a cover letter and resume to:

resume@meabf.org, subject line: Member Services Representative.



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