



Manager, Pension Benefits

Chicago Teachers' Pension Fund has an exciting opportunity for an experienced **Manager, Pension Benefits**. As an internal Subject Matter Expert (SME) on the Illinois Pension Code and defined benefit plans the selected candidate will be a hands-on manager who ensures that the department staff completes prompt and accurate retirement benefit processing services and advises the Chief Benefits Officer (CBO) and Executive Director on pension-related issues impacting the Fund. To apply, visit our [website](#).

Key accountabilities will include technical knowledge and oversight of benefits processing, staff management and development, and production management. Primary duties and responsibilities include, but are not limited to the following:

Technical Expertise

- Maintaining knowledge of the pension system and serving as the Subject Matter Expert (SME) on pensions for the Fund and as the Fund's representative on the Reciprocal Systems Task Force
- Interacting with key stakeholders on all issues regarding the provision of retirement services for participants and the resolution of related issues
- Ensuring the integrity of benefit calculations and the timely delivery of accurate benefits information to participants
- Identifying areas of need in relation to plan provisions and current system design to identify business specifications and priorities and drive systems enhancements for compliance with the pension plan provisions
- Developing systems expertise in Pension Administration and auxiliary systems and other proprietary tools used to manage member data and calculate pensions; providing guidance in the development, recommendation, and testing of new features
- Researching unusual issues, problems or management needs and analyzing the data to prepare and implement appropriate action plans
- Preparing succinct, coherent and accurate reports and analyses and presenting such reports at the department, executive leadership and Board level as needed
- Coordinating activities related to educational seminars, benefit fairs and workshops for members

Staff Management

- Selecting, developing and managing those who execute day-to-day operations of retirement benefits administration by providing direction, developing work plans, resolving issues and training staff on business process improvements
- Providing oversight, review, training, support and guidance regarding the initiation and payment of all benefits including pensions, death benefits processing, refunds, benefit estimates and benefit statement generation and review; ensures business rules are followed and interpreted correctly
- Establishing performance targets for the department and individual staff members; monitoring progress to goals and addressing any performance shortfalls

Production Management

- Developing and standardizing departmental procedures for consistent, efficient, and accurate benefit calculations
- Creating the reporting tools necessary to manage workloads and monitor employee performance
- Auditing payroll benefit payouts to ascertain the accuracy of manual and system-derived benefit calculations
- Partnering with the other internal business units to evaluate internal control systems and procedures and identify and implement continuous process improvements and system enhancements

Experience and Education Requirements:

- Bachelor's degree required, Masters or MBA preferred
- CEBS or GBA designation is desirable
- Strong knowledge of the principles, practices, systems, processes, methods, and legal issues pertaining to pension plan management and related auditing, accounting and financial administration
- Demonstrated analytical thinking and organizational skills, including the ability to interpret data and find solutions for complex issues and develop operational workflows
- Ability to make complex arithmetic computations accurately and rapidly
- Demonstrated proficiency with MS Office Suite, with an emphasis in Excel
- Strong understanding of department inter-dependency and regulatory requirements
- Proven ability to prioritize and manage time effectively to meet all objectives.
- Demonstrated project planning, management and implementation skills.
- Experience synthesizing a vast array of data into reports and/or databases.
- Skillful at establishing process improvements that advance performance levels and drive department objectives.

About CTPF

CTPF is the administrator of a multiple-employer defined benefit public employee retirement fund providing retirement, survivor and disability benefits for certain certified teachers and employees of the Chicago Public Schools and Chicago area charter schools.

CTPF is an Equal Opportunity Employer. CTPF 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.