NCTR Customer Service Network

Staff Development and Retention

TRS ILLINOIS
Who is a TRS member?

• TRS provides retirement benefits for teachers who are employed by all Illinois public common and charter school districts located outside the city of Chicago.
TRS Membership

- Active contributing members: 159,735
- Inactive noncontributing members: 129,470
- Benefit recipients: 117,650
- Total membership: 406,855
TRS Call Center/Counseling staff

- The main TRS facility is located in Springfield and a second office in Lisle

- There are 12 FTEs in the Call Center and 15 Counselors between the two offices
Development/Training

• Excellent opportunity to set expectations of the department
• Integrated process of classroom/application
• Employees are given a final exam
• Rotation with staff
• Implement into the center with Trainer
Retention

• Call Center Huddles
• Work with the team
• Set times for research
• Encourage utilization of TRS training
• Teamwork/Teambuilding
Legislative change

- The TRS Early Retirement Option was allowed to automatically expire by the General Assembly on July 1.

- Refunds available to approximately 200,000 members
Strategy

• Created a separate call center queue for ERO questions only

• Trained 4 temporary employees to work the queue

• Added 5 Volunteers from our claims department for 1 hour each morning

• Developed queue messages providing informative messages
Results

• Notification to Active members
• ERO Specialist 5,078 calls handled
• Volunteers 750 calls handled
• Total calls handled 28,121
• New employee starting November 8th 1,262 calls handled
TRS Contact Information

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