

# NCTR Customer Service Network



Staff Development and Retention





# 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 8<sup>th</sup> 1,262 calls handled



# TRS Contact Information

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