

Teacher Retirement System of Texas: Benefit Services Team

Jabu Mbara, Benefit Processor: Before I interned with TRS, I interned for another government agency. Things were well, but as soon as I was at TRS, things were extremely well, things were better. I felt at home, and I'm not just saying that, because I work here. I interned here twice, and I work full time now.

Alan Roa, Benefit Processor: This place really fits some of my needs just as an employee... That they really know the importance of, I guess, work/life balance. And that's really important to me.

Jabu Mbara, Benefit Processor: Our team leads actually treat us not as robots in the corporate world, but actually as normal employees. It's not all about oh, you come in, you work, and you go home. It's... You know, you take care of yourself, you're allowed to do that.

Alan Roa, Benefit Processor: Our opinions are taken into consideration, and that really makes for, like, a happy work environment for me. They really do make you feel like you are important to the team.

Kathryn Marin, Telephone Counselor: I like helping people. I like to problem solve and multi-task and help people, so this job is perfect for me.

Kathryn: (softly) Thank you so very much for calling Teacher Retirement System, my name is Kathryn, may I please get your social security number?

Kathryn Marin, Telephone Counselor: (normal) If they're happy at the end of that conversation, then that just makes it worth it.

Connie Gonzales, Telephone Counselor: I like being able to educate someone who feels like they're kind of at the end of their rope. A member will call feeling like they don't have any options, and I love to be able to say, actually you do, and this is why.

LaMiracle Brown, Telephone Counselor: What I like about TRS is I can have that one-on-one relationship, and see them all the way out through their retirement. And then later on, I will probably speak with them years down the line, and because my name is unique, there's always memories that come back and we share stories together. I love what I do, I can be myself, and help people get the job done. That's, that's great.

Heather Hanson, Quality Assurance Specialist: I'm excited I'm moving to a new role in Quality Assurance. We can make sure that we're providing excellent customer service for the retirees. And we want a uniform customer service base for all of TRS, for both Benefit Counseling and Health Insurance. It's rewarding, because you get to hear the people when they call back, because they will specifically request to talk to you because you've helped them in the past and they're very, very appreciative of what you've done for them. And when they call you and request to talk to you, you know that you've made a difference for that particular person.