



New York State Teachers' Retirement System

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NYSTRS.org

NYSTRS Behind the Scenes

(Member Quote) “I am very proud to be a retired teacher and member of the NYSTRS. I feel secure and safe; I know that every month my NYSTRS pension arrives in my account. I don't think any of us realize when we are younger how important that security is when you are older. Thank you, NYSTRS, for a job well-done protecting and safeguarding our future.”

Here at NYSTRS, it's letters like these that make it clear how important our work is to our members.

Let's take a quick tour to get to know how we all work together to fulfil the NYSTRS mission to provide retirement security to our members.

We'll start with the division you're most likely to encounter, Member Relations. They establish and manage memberships for our active and retired educators and play key roles, along with our Communications & Outreach team, in educating members about their benefits. When you call, they answer. They also work with participating employers to ensure member information is accurate.

And while these teams work directly with our members, there are many other departments working behind the scenes.

(Member Quote) “I am so proud to be a part of this organization. Thank you for all the hard work you do. I believe you have achieved your mission of being THE model for pension fund excellence.”

Our investment teams are leading the way toward pension fund excellence by building the portfolio that provides members their benefits on time and in full each month. The four asset classes follow a rigorous investing process to safeguard our members' pensions.

Other units, like our Investment Operations department, are also responsible for protecting your pension system funds.

(Member Quote) "Thank you so much for your tireless efforts in making our pension program an example to the rest of the nation. Keep up the good work you do for all of us."

Working tirelessly to ensure the security of the fund is our Risk Management team, which evaluates risks to achieving the System's mission; our Internal Audit team, which provides checks and balances of NYSTRS's operations; and our Legal team, which handles all legal issues that affect NYSTRS, including interpreting the laws which govern the pensions provided by the System.

(Member Quote) "Thank you for all you do to benefit me and my fellow teachers. You make retirement feel safe and secure and allow peace of mind to enjoy life."

Our team of actuaries contribute to that piece of mind by looking to the future to provide prudent actuarial valuations, including the employer contribution rate.

And while our Budget and Analytics department focuses on budget development, budget control, and financial analysis - our finance department manages the other internal functions such as general accounting and procurement.

(Member Quote) "I have yet to come across a NYSTRS employee who did not exemplify excellent customer service. We are very lucky to have you working

for us... Keep doing what you're doing!!! You guys are great!! Always helpful, very pleasant, extremely professional, and knowledgeable!!”

We always strive to provide excellent customer service and that begins with hiring the right people through our Human Resources department - then empowering our employees, through our Diversity, Equity and Inclusion division, which enhances inclusion and systemic equity across NYSTRS and offers employee development. Another team providing training is our Enterprise Planning and Development team, which works to unify and align planning across all departments.

(Member Quote) “I’ve had nothing but positive experiences with everyone at the New York State Teachers’ Retirement System. I want to thank the NYSTRS staff for everything you do for us. I want you to know it doesn’t go unnoticed or unappreciated.”

Those positive experiences are further supported by our IT teams who safeguard digital security throughout our NYSTRS systems, including keeping our member’s personal information secure in portals like MyNYSTRS.

(Member Quote) “Thank you to everyone at NYSTRS for helping us with the transition from 30 years in the classroom to the next 30 years of our lives. I can’t imagine any of this process being more respectful, dignified or empowering.”

Rounding out the tour we have our Facility Services teams, which provide a safe, service-oriented work environment for our employees. And provide an important connective link between employees and members through our mail service, distributing vital pension-related mail between members and teams across the System.

(Member Quote) I’ve always found everyone at NYSTRS to be kind, considerate, extremely professional and efficient. It’s been the best experience of any institution I’ve ever dealt with. I’m truly grateful for the System.”

We here at NYSTRS are proud of the work we do for you. For the next hundred years, we are committed to providing you with a secure pension.