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U.S. Retirement & Benefits Partners Welcomes Benefits Call Center Leader

Iselin, NJ, September 26, 2022 – U.S. Retirement & Benefits Partners (USRBP) announced today that Gail Parker has joined their U.S. Enrollment Services (USES) division as Managing Director of USRBP’s Benefits Call Center.

In her role as Managing Director, Gail is responsible for overseeing all personnel and activities in both call center locations in Harrisburg, PA, and Lakeland, FL, to ensure positive customer interactions as well as effective and efficient daily operations. She will establish standards to enhance the employee and customer experience, as well as actively seek growth opportunities for the USES Benefits Call Center, which currently provides support services for employee benefits enrollment and 401(k), Special Pay, and FICA Alternative plan participants.

Gail has an impressive background (over 25 years) managing substantial call centers with large national companies. She has managed both inbound and outbound call centers, leading many process improvement initiatives including programs to significantly increase revenue, launch new websites, and implement new billing and phone systems.

Megan Schneider, USRBP President, said, “We are pleased to welcome Gail to USRBP. With her extensive call center management experience, we’re excited about expanded service enhancements and growth opportunities as she leads our Benefits Call Center into the future.”

About U.S. Retirement & Benefits Partners

U.S. Retirement & Benefits Partners, with headquarters in Iselin, NJ, is one of the nation’s largest independent, national financial services firms specializing in employee benefit and employer-sponsored retirement plans in the K-12 public school, governmental, corporate, and non-profit markets. USRBP serves over 13,000 employer groups with 3 million participants through 51 regional Partner Firms. For more information, visit www.usrbpartners.com.

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