



Gary Russell has been with STRS Ohio for 24 years and serves as the Director, Member Services. His responsibilities include strategic planning for member benefits and managing the system's call center, counseling services and member education departments. Member Services is responsible for handling 300,000 incoming calls per year along with providing 18,000 counseling sessions and presenting group meetings to more than 20,000 members. He also has responsibility and oversight of the Member Self Service and benefit information areas of the STRS Ohio Web site.