



# RRB News

## U.S. Railroad Retirement Board

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### **RRB Names Nancy L. Bitzer as Director of Human Resources**

The U.S. Railroad Retirement Board (RRB) has appointed Nancy L. Bitzer as Director of Human Resources, effective January 31, 2021.

In this position, Ms. Bitzer is responsible for administering the agency's staffing, recruitment, workforce planning, employee relations, labor relations, benefits, HR operations, and training and development programs for RRB employees. Before her new appointment, she served as Chief of Human Services/Labor Relations at the RRB since September 2013.

Ms. Bitzer serves on the advisory board for the Chicago-Kent College of Law's Federal Sector Labor Relations & Labor Law Conference, is a member of the Federal Managers Association (FMA), and has presented at FMA regional and national conferences. While at the RRB, she was named supervisor of the year as part of the agency's annual Awards for Excellence program, and has also received two team awards in which she was the project/program manager.

Prior to joining the RRB, Ms. Bitzer spent more than 8 years as the Chicago Regional Employee/Labor Relations Officer for the Federal Deposit Insurance Corporation (FDIC). Based in Chicago, she had responsibility for a six-state region. During her time at FDIC, she had extensive involvement in organizational culture change, knowledge management and employee development, performance management, equal employment opportunity, succession planning, employee relations and labor relations, among others.

Ms. Bitzer also worked for more than 6 years for the General Services Administration as the Chicago regional Employee/Labor Relations Officer and as an expert on the Nationwide Classification/Compensation team.

Prior to entering federal service in May 1999, she worked more than 4 years as an account executive at HealthCare Compare/First Health Group, a national health benefits company.

Born and raised in the Chicago area, she received a Bachelor of Science degree in business administration and marketing from the University of Illinois at Chicago. Ms. Bitzer also earned a Master of Business Administration in human resources management from DePaul University. She currently resides in Brookfield, Illinois, and has two daughters.

Ms. Bitzer replaces Marguerite “Vikki” Daniels, who had been Director of Human Resources since August 2012. Ms. Daniels retired in December 2020 with almost 40 years of federal service, with the vast majority at the RRB.

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*An independent federal agency headquartered in Chicago, the RRB administers about \$13.3 billion a year in benefits under the federal Railroad Retirement and Railroad Unemployment Insurance Acts covering the nation’s railroad workers and their families.*