

Benefit Payments Analyst

Position Overview:

The Benefit Payments Analyst is responsible for processing benefit applications submitted by plan participants and beneficiaries, handling related mail, and performing associated administrative work. This role also involves providing customer service via telephone and mail. The primary focus is to ensure that benefit applications are processed within established timelines and quality standards and that clients receive professional and high-level service.

Key Responsibilities:

- Provide customer service to participants and their beneficiaries via telephone and mail and respond to any associated correspondence.
- Process applications for:
 - Alternative Payee QDRO distribution
 - Required Minimum Distribution
 - Defined Contribution Plan Death Benefits
- Review applications for completeness and determine eligibility according to plan rules. Work with applicants and plan actuary/attorney to resolve any outstanding issues.
- Reconcile payment registers for benefit check runs and cross-check registers.
- Provide final reconciliations to the Accounting Department for benefit and tax funding.
- Create permanent pension/annuity files for each benefit application.
- Process and reconcile weekly death audit for participants in pay status.
- Assist with the resolution of customer complaints.
- Provide first-level claim appeal reviews and correspond with applicants accordingly.
- Assist fund auditors during their field audits.
- Assist the PBGC Account Manager in her day-to-day operation of the PBGC accounts.
- Perform related tasks as assigned by the Benefit Payment Manager and VP of Operations.

Qualifications:

- High School diploma or equivalent, college degree preferred.
- Customer service skills with the ability to interact with union officials, participants, and beneficiaries.
- Highly developed sense of integrity and commitment to customer satisfaction.
- Proficiency with MS Office tools and applications.
- Strong organizational skills with attention to detail.
- Ability to read, analyze, and interpret general business materials, technical procedures, benefit plans, and regulations.
- Clear and professional communication skills, both verbal and written.
- Ability to calculate figures and amounts such as discounts, interest, proportions, and percentages.

THE POSITION IS FULL-TIME, 8:30AM-5:00PM.

IN-OFFICE ATTENDANCE IS REQUIRED; HOWEVER, PERFORMANCE WILL BE EVALUATED FOR FUTURE HYBRID WORK CONSIDERATION.

We value our employees' time and efforts. Our commitment to your success is enhanced by competitive compensation and an extensive benefits package. We strive to provide a collaborative environment where employees can learn, grow, and contribute to the company's processes, decisions, planning, and culture.

We welcome all qualified applicants and provide equal consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

For interested applicants, please send questions along with your resume to: careers@ieshaffer.com