



**Title:** Retirement Services Phone Representative

**Department:** Retirement Services

**Location:** St. Louis

### **Job Description**

Mid-America Carpenters Regional Benefit Services is a third-party administrator that oversees multiple benefit plans for union carpenters and their families in Southern Illinois, Missouri, and Kansas. We strive to provide the best benefits to the most participants for as long as possible by providing extraordinary service, driving innovative approaches, and being deeply devoted to the Carpenters' Union, our participants, and our organization. The Retirement Services Representative collaborates closely with members and beneficiaries to assist with a broad range of provisions related to the Carpenters' Pension and Annuity Plans

### **Job Responsibilities**

- Develop proficient knowledge of Plan Rules
- Handle member calls and in-person requests
- Communicate Plan rules and benefits to members
- Maintain and update member records
- Collaborate with the Processing Team to manage member requests
- Provide support in managing mail
- Document management and organization
- Perform other duties as assigned

### **Basic Qualifications**

- Minimum of 2 years of related experience in employee retirement benefits or the customer service field
- Seeks opportunities to gain experience, knowledge, and technology, as well as a high comfort level in self-teaching modern technology
- Proficient in Microsoft Office and computer network basics
- Ability to manage confidential information with discretion
- Encourages and thrives in a team-based environment
- Makes decisions based on policies and guidelines
- Excellent organizational skills and detail oriented
- Ability to problem solve
- Excellent written and verbal communication skills

### **Work Authorization**

No calls or agencies please. The Mid-America Carpenters Regional Benefit Services will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.

### **Equal Opportunity Employer**

The Mid-America Carpenters Regional Benefit Services is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to sex, race, color, religion, national origin, age, marital status, political affiliation, sexual orientation, gender identity, genetic information, disability or protected veteran status. We are committed to providing a workplace free of any discrimination or harassment.