

Title: Retirement Services 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. We strive to provide the best benefits to participants 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

- Manage high-volume member inquiries via phone and in-person consultations, delivering accurate and timely support
- Interpret and clearly communicate pension plan provisions, rules, and benefit options to members
- Prepare detailed benefit calculation estimates and generate associated correspondence
- Establish and administer retirement benefits for members and beneficiaries, ensuring accuracy and compliance
- Analyze and apply court orders (e.g., divorce decrees, income withholding orders, levy orders) to determine impact on retirement benefits
- Evaluate the effect of military service and other qualifying factors on member benefit eligibility and calculations
- Maintain and update member records, ensuring data integrity and compliance with organizational standards
- Process annual benefit adjustments in accordance with plan provisions and regulatory requirements
- Perform additional duties and special projects as assigned

Basic Qualifications

- Bachelor's degree in Accounting, Finance, or a related field preferred; or a minimum of five years of relevant experience in employee retirement benefits or customer service
- Demonstrated initiative in pursuing professional development, including the ability to quickly learn and adapt to new technologies independently
- Proficient in Microsoft Office Suite with a solid understanding of computer systems and network fundamentals
- Proven ability to handle sensitive and confidential information with a high level of discretion
- Collaborative team player who contributes positively to a team-oriented work environment
- Sound judgment with the ability to make decisions in alignment with established policies and procedures
- Strong organizational skills with exceptional attention to detail
- Effective problem-solving skills with the ability to analyze and resolve issues efficiently
- Excellent written and verbal communication skills, with the ability to convey complex information clearly

Work Authorization

No calls or agencies please. The Mid-America Carpenters Benefits 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

Mid-America Carpenters Benefits 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.