

## Job Description

### Administration Analyst

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### Position Summary

The primary purpose of this position is to work with the Administration Senior Analysts, Administration Consultants, and actuaries to consult with clients who sponsor employee benefit plans (primarily retirement and healthcare benefits) for their employees and to assist in training Administration Interns.

### Position Specifics

Approximately 50% of time spent performing the *Customer Service* functions (handling call center) and 50% of time functioning as *Benefits Administration* functions. This may be adjusted for specific backgrounds, experience, or current needs of the firm.

### Role Description

#### Customer Service

- Answer the calls for assigned clients
- Inform others of risk management issues
- Perform the following tasks: calls from our clients' employees; processing of transactions; answering questions; indentifying issues; responding to inquiries related to their retirement plans, health, savings, or other human resource-related services.
- Understand client's or participant's requests

#### Benefits Processing Analyst

- Prepare data
- Prepare calculation/administration of benefits
- Assist on benefit calculation projects and delivery of results to clients
- Assist with special projects such as nonstandard benefit calculations, benefit statements, changes to requirements, special programs or other administrative requests
- Maintain current knowledge of client specific plan provisions
- Assist/support experienced consultants
- Leverage technical knowledge

### Qualifications

#### Technical Skills:

- General: Ability to navigate in a Windows-based system through a series of databases
- Specific: Proficient in software such as PeopleSoft, Siebel, Access, Excel-preferred)

#### Other Skills:

- Previous call center experience preferred
- Previous benefits and/or HR experience preferred
- Strong interpersonal communication skills
- Commitment to serving clients
- Problem solving and decision making skills
- Ability to work independently and on team
- Strong project management skills to meet multiple deadlines; ability to prioritize
- Demonstrate flexibility to work additional hours when client needs dictate
- Assist with pension valuations from data preparation to presentation of results (preferred, not required)
- Act as resource for wide variety of special projects (preferred, not required)

#### Education Requirements

Bachelor or Associates degree in addition to one year of customer service related experience, -or- high school diploma or equivalent and two years related experience.