

# Building Service 32BJ Benefit Funds Health Fund

Job Title: Manager of Retirement Services  
Grade: 10  
Department: Retirement Services  
Reports To: Director of Retirement Services  
Posting Date: June 11, 2019

## Summary:

Reporting directly to the Director of Retirement Services, the Manager of Retirement Programs is responsible for the delivery of services for all the retirement plans administered by Retirement Services.

## Principal Duties and Responsibilities:

- Direct day-to-day management of the staff responsible for the administration of the pension funds
- Ensures that the staff efficiently and accurately administers all defined benefit pension plans, including processing pension applications, paying timely monthly pension amounts, and responding to member inquiries.
- Supports the counseling needs of the department, including training, member education and delivery of counseling services
- Monitors retirement counseling activity through call monitoring, oversight of in-person counseling sessions and retirement workshops
- Establishes and maintains a Quality Assurance program to ensure that all plan transactions are administered accurately and in compliance with plan documents
- Creates production benchmarks, quality standards, and process controls
- Creates and tracks pension application production reports to assure compliance requirements are met
- Works with the Compliance Department to ensure that the plans are administered in compliance with the law and plan documents
- Develops and maintains procedural manuals and checklists to assure that plans are administered efficiently and accurately
- Mentors the staff on delivery of services and work accountability

## Other Duties and Responsibilities:

- Assists in the development and testing of new technology to advance the plans' operation
- Coordinates with the Health Fund, DOE and other departments to administer benefits that include elements of both Pension and Health, such as disability and retiree health
- Educates members about their retirement benefits
- Serves as a mentor for the supervisory staff of the department
- Performs other functions as necessary or as assigned

## Requirements

- Ability to inspire and manage direct reports and the department as whole to move forward to meet the goals of the Department
- Well organized and able to manage major projects
- Ability to work successfully and collaboratively with internal and external constituencies, including members of the Executive Office, senior staff, trustees, lawyers, the union, consultants and others
- Excellent written and verbal skills required to communicate with internal and external individuals
- Ability to apply technological tools, such as spreadsheet and database, to solve administrative problems

## Qualifications:

- Eight (8) plus years of relevant management experience in an applicable, benefit-related environment
- Proven analytical capabilities (very detail oriented)
- Thorough knowledge of Employee Benefits Administration including the regulatory requirements that govern them (e.g., ERISA)
- Ability to set work priorities appropriately
- Team orientation and a collaborative style of management

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

- Under 1/3 of the time: Standing, Walking, Climbing or Balancing, Stooping, Kneeling, Crouching, or Crawling
- 1/2 to 2/3 of the time: Sitting, Reaching with Hands & Arms
- Over 2/3 of the time: Talking or Hearing
- 100% of the time: Using Hands

**\*All candidates must submit resume and salary requirements with application.** Interested candidates should submit their cover letter and resume to [jobpostings@32bjfunds.com](mailto:jobpostings@32bjfunds.com) prior to the closing date. Only those candidates under consideration will be contacted. No phone calls please.