

Building Service 32BJ Benefit Funds Health Fund

Job Title: Quality Assurance Coordinator
Grade: 8
Department: Retirement Services
Reports To: Quality Assurance Manager
Posting Date: June 11, 2019

Summary:

Under the supervision of the QA Manager this position requires the Quality Assurance Coordinator to perform a variety of tasks associated with analyzing, testing and evaluating pension calculations, procedures and problems to improve pension data integrity. The position also requires the review of escalated issues and if applicable, V3 Work Flows.

Essential Duties and Responsibilities:

- The daily audit of completed pension applications and calculations, including pension estimates to determine disability eligibility and review of Retirement Counselor pension estimates
- Monthly audit of pension payroll activity
- Research and respond to participant escalations
- Review of pension communications for accuracy as sent to members
- Communication to team members regarding plan rules and best practice initiatives and changes
- Provide timely feedback regarding performance and training needs of team members to RS Director
- Ensure ERISA compliance in benefit calculations
- Enforcing department standards for accuracy and timeliness in pension calculations
- Prepare formal reports of findings
- Responsible for data accuracy for annual valuation data files
- Assist in designing workflows and checklists to standardize processes and minimize risk
- Testing system enhancements for compliance to Plan rules
- Special projects as required

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Excellent analytical skills
- Excellent communication skills - verbal and written
- Ability to coordinate and work on multiple projects at once
- Knowledge of Excel, Outlook and Word
- Some pension knowledge

Interpersonal Skills:

- Ability to work independently as well as work as a member of a team;
- Extremely detail oriented with excellent organization and analytical skills.
- Ability to prioritize work and meet deadlines.
- Good interpersonal and client service skills.

Education and/or Experience: College degree required. Minimum of 2 years of pension/defined benefit experience or the equivalent preferred.

Language Skills: Speak, read, write and understand English

Reasoning Ability: High

Certificates, Licenses, Registrations: None

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 prior to the closing date. Only those candidates under consideration will be contacted. No phone calls please.