

Wilson-McShane Corporation
Fund Administrators
Participant Services Specialist
Las Vegas, NV

Essential Duties and Responsibilities include the following. Other duties may be assigned:

- Answers high volume telephone calls from participants and provide explanations and answers related to coverage eligibility and pension benefits. Bi-lingual (English/Spanish) Required.
- Answers questions regarding self-payments including COBRA and Retiree self pays.
- Reviews required eligibility information including legal documents, enrollment forms, coordination of benefits forms, and benefit applications.
- Mails correspondence to Participants.
- Provides assistance with incoming and returned mail.
- Prepare documents for mailing projects and scanning.
- Performs quality review of files.
- Assists with related special projects as required.

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service- Responds promptly to customers needs; Responds to requests for service and assistance; Manages difficult or emotional customer situations.
- Oral Communication- Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- Written Communication- Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.
- Business Acumen- Understands business implications of decisions; Aligns work with strategic goals.
- Professionalism- Approaches others in a tactful manner; Reacts well under pressure; Accepts responsibilities for own actions; Follows through on commitments; Team Player.
- Judgment- Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Quality- Demonstrates accuracy and thoroughness; Pays attention to details; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Takes pride in his/her own work.
- Quantity- Meets productivity standards; Completes work in timely manner; Strives to increase productivity; works quickly.
- Dependability- Follows instructions, responds to management direction; Keeps commitments; Takes responsibility for own actions.
- Attendance/Punctuality- Is consistently at work and on time; Ensures work responsibilities are covered when absent.
- Adaptability- Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events; Ability to prioritize duties. Ability to multi-task.
- Planning/Organization- Prioritizes and plans work activities; Uses time efficiently.

Qualifications:

- Bilingual in English/Spanish required.
- A minimum of 1 year related experience and/or training.
- Ability to read and interpret documents such as Summary Plan Description and procedure manuals.
- Computer Skills: Proficiency with all aspects of Microsoft Office. Quick learner of other computer applications.