



*Wilson-McShane Corporation*

Plan Administrators for Taft-Hartley Trust Funds

## **Eligibility Supervisor**

### **Kansas City, KS-Kansas City, MO**

Essential Duties and Responsibilities include the following:

- Oversee the day to day operations of the KS and MO Eligibility department for multiple funds.
- Maintain effective communication and working relationships with management and staff, as well as clients, unions, participants, and fund professionals.
- Document, update and maintain the Eligibility department's processes, policies and procedures.
- Provide leadership, coaching and direction for staff.
- Understand, interpret and administer all the plans, COBRA and HIPAA guidelines.
- Oversee all reports, correspondence and mailings, including but not limited to, COBRA/Retiree notices, and monthly/annual notices and statements.
- Implement any plan and/or rate changes. Coordinate and communicate the updates with IT and department staff.
- Oversee the review of all reports, internal and from vendors, for any discrepancies.
- Assist in addressing any concerns and having systems corrected/updated.
- Oversee the preparation all first level appeals for board meetings and send appropriate responses.
- Write and execute Access queries in order to provide daily, weekly and monthly reporting.
- Track attendance, time-off requests and approve timesheets.
- Perform other duties and special projects as required.

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

- Judgement - Willingness to make judgements and decisions. Exhibit sound and accurate judgment by thinking globally and locally. Support and explain reasoning for decisions. Include appropriate people in decision-making process. Make timely decisions.
- Planning /Organization - Ensure all deadlines, are met. Must be able to prioritize own workload as well as assist staff in setting their own priorities.
- Adaptability - Must be able to adapt to frequent changes, delays or unexpected events. Must be able to reprioritize tasks.
- Leadership - Provide leadership, coaching and direction for staff. Help them set and achieve personal goals. Provide feedback, direction and corrective action, as needed.
- Written and Oral Communication - Respond in a timely manner to all correspondence, including but not limited to emails, voicemails, and participant requests. All written correspondence must be clear, informative and grammatically correct.
- Supervisory Skills - Delegate responsibilities and monitor all staff. Clearly communicate goals and expectations. Ensure procedural processes are written clearly and followed by all staff. Redistribute tasks during staff absences. Ensure cross training for all processes.

- Quality - Demonstrate accuracy and thoroughness while completing tasks efficiently. Look for ways to improve and promote quality in self and staff. Apply feedback to improve performance.
- Business Acumen - Coordinate with the Health and Welfare Management Team. Must be able to understand the implications of decisions made by all Funds and WMC to ensure the plan guidelines and intentions of the Fund are met.
- Professionalism - Must project a professional attitude at all times. Approach others with tact, react well under pressure, accept responsibility for own actions as well as actions of the staff.

**To perform the job successfully, an individual should have the following qualifications:**

- 2+ years of supervisory duties and/or 3+ years of relevant experience is highly preferred.
- Ability to read and interpret documents such as Summary Plan Description and procedure manuals.
- Regular travel between our Kansas City, KS and our Kansas City, MO offices is required. Travel to other office locations may be required.
- Proficiency with all aspects of Microsoft Office is required.
- Extensive knowledge of utilizing Microsoft Access to create queries is highly preferred.
- Experience with Taft-Hartley funds is highly preferred.