



Wilson-McShane Corporation

Plan Administrators for Taft-Hartley Trust Funds

PENSION CLERK: KANSAS CITY, KS
FULL-TIME NON EXEMPT, UNION POSITION

Wilson-McShane Corporation, a third party administrator for Taft-Hartley Benefit Funds, is seeking a full-time (8am-5pm) Pension Clerk in our Kansas City, KS office.

Essential Duties and Responsibilities include the following:

- Performs data entry and clerical duties in support of the Pension Department, in accordance with Company guidelines, client needs, and legislative requirements.
- Completes initial set-up for retirement applications and inquiries, including preparing file folders, verifying prior inquiries, performing data entry, and generating acknowledgement form letters.
- Updates pension database with changes to payment information, address, tax withholding information, etc.
- Performs general office duties, including faxing, copying, filing, scanning, etc.
- Provide support to Pension Specialists with routine pension processing duties.
- Performs other duties and special projects as required.

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

- Professionalism- Approaches others in a tactful manner; Reacts well under pressure; Accepts responsibility for own actions; Follows through on commitments; Team Player.
- Customer Service- Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.
- Quality- Demonstrates accuracy and thoroughness; 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; Organized.
- Quantity- Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Dependability- Follows instructions, responds to management direction; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Attendance/Punctuality- Is consistently at work and on time; Ensures work responsibilities are covered when absent.
- Adaptability- Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events; Ability to prioritize duties.
- Communication- Speaks clearly; Listens and gets clarification; Responds well to questions; writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.

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

- Proficient in Microsoft Word and Excel.
- Previous pension experience preferred.
- Experience with Taft-Hartley Funds preferred.
- Has the ability to read and interpret Plan Documents and SPDs.