

*Wilson-McShane Corporation*

**Fund Administrators**

**Pension Specialist**

**Kansas City, KS**

Essential Duties and Responsibilities include the following:

- Calculate pension payment amounts
- Provide participants with benefit estimates
- Process pension applications
- Explain pension benefits to participants
- Interpret and follow the rules outlined in Plan Documents
- Draft correspondence to participants
- Answer incoming participant calls relating to the Pension Plans
- Regularly meet with participants to answer questions related to their pension benefits, communicate with other Fund Professionals
- Other duties and projects as assigned

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

- Professionalism- Approaches others in a tactful manner; Reacts well under pressure; Accepts responsibilities 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.
- Travel may be required up to 5%