A & I
Benefit Plan Administrators, Inc.
Since 1954

Job Posting

Position: Client Services Supervisor
Department: Client Services
Hours: 8:00/8:30am-5:00/5:30pm

A&I Benefit Plan Administrators, Inc. is looking for a hands-on Client Services Supervisor to be responsible for supervising, directing, and developing the staff and resources of the Client Services department, to ensure effective and efficient delivery of services to our clients. This position reports directly to the Client Services Manager.

Founded in 1954, A&I is a women-owned, leading Third Party Administration company located in Portland, Oregon. We offer employee benefit plan administration services to employers, associations and multi-employer groups in the western U.S.

Position Overview:
Duties include, but are not limited to:

- Develop operational policies, programs and procedures within the Client Services department. Ongoing review of procedures for accuracy and efficiency.
- Initiate and participate in interdepartmental review of policies and procedures to insure accuracy and efficiency.
- Assist the manager in preparation and execution of staff performance evaluations and goal setting.
- Assist the manager with ensuring that staff follows personnel policies; initiate and monitor policies relating to personnel actions, training and professional development programs.
- Develop staff productivity and efficiency plans by executing directive & supportive coaching.
- Provide mentoring, coaching and feedback to the Client Services staff.
- Support and maintain employee morale and job satisfaction. Including instilling decision making, teamwork, following procedures, problem solving, and accountability.
- Develop and implement staff cross training plans.
- Provide training to new employees and ongoing training to the Client Services staff.
- Work with the manager to schedule, supervise and direct the work of all employees.
- Establish and approve staff workloads, work methods, and performance standards.
- Work with Project Coordinator in developing and maintaining all projects.
- Support new client implementations.
- Support relationship with the management team in completing tasks and projects for clients and proactively communicate client's items.
- Identify and recommend areas for efficiency and process improvement.
- Co-chair monthly department staff meetings.
- Review accurate completion and adherence to company policy regarding time cards.

- Manage vacation calendar and time-off request. Ensure proper back up is in place and notify all staff affected.
- Work with staff on timely completion and execution of special projects.
- Create and provide a safe and confidential environment for communication to the staff.
- Conduct call monitoring on a monthly basis.
- Perform required departmental and customer service auditing functions.
- Perform other duties as directed by the manager.
- Carry out and initiate additional tasks as needed for ongoing improvement of the Client Services department and the products and services that are delivered to our clients.

Required Qualifications:

- 5+ years experience in employee retirement benefits and administration including defined benefit and defined contribution retirement plans.
- 2+ years of supervisory and/or managerial experience required, 5+ years preferred.
- Advanced MS Office skills.
- Best candidate enjoys and is outstanding at:
  - Teamwork and flexibility;
  - Initiative taking;
  - Contributing to a positive work environment;
  - Strong work ethic and "ownership" of work;
  - Overall customer service;
  - Maintaining a sense of urgency;
  - Outstanding verbal, written, telephone, and interpersonal communication skills;
  - Ability to analyze situations and make appropriate recommendations;
  - Attention to detail;
  - Creating efficiencies;
  - Maintaining complicated records;
  - Managing and creating positive change;
  - Expert time management skills;
  - Proven supervisory and team leading abilities and experience.

Desired Qualifications:

- Bachelors degree in Business Administration or related field;
- Strong working knowledge of Taft Hartley Trust administration;
- Knowledge and experience of ERISA, HIPAA, COBRA, DOL and related laws and regulations and ability to work with staff to insure our client's compliance in all required areas. Knowledge and experience of self-funded health plan administration. Knowledge and experience of defined benefit, defined contribution and 401(k) administration, pension laws and regulations;
- General working knowledge of various industry vendors, their role in the group health/pension plan administration process, and ability to apply and facilitate these vendors to the group plan(s);
- Experience with facilitating governmental filings.

Pay Rate:

$20.00 to $23.75 per hour depending on qualifications and experience.

Benefits package for full-time employees includes (Collectively bargained and subject to change):
Medical, Dental and Vision Insurance
Group Life Insurance
Pension Plan
401(k) Plan with employer match
Interested parties please submit resume to hr@aibpa.com. Please include reference # PENCSSU

How to Apply:
For more information about our company, please visit www.aibpa.com to determine if this opportunity may be right for you. Qualified candidates please submit resume hr@aibpa.com or 503-228-0149, and include reference PENCSSU.