

Applicant Services Representative – Rockville, MD

We have a great opportunity for a Applicant Services Representative with a Pension and Benefits Fund.

This is a contract-to-permanent position for the right individual.

This job is 100% in-office in Rockville, MD. No remote work.

Pay:

\$34.00 an hour; 35 hour work week

Responsibilities:

- Review, validate, and confirm required documents to process Pension Applications
- Review divorce decrees
- Process status requests, applications, and verification requests timely and accurately
- Calculate benefits
- Create appropriate system letters and/or template letters
- Submit application files for approval or rejection
- Interact with participants via phone or in correspondence to clarify application information
- Research Social Security transcripts and prepare and send Authorizations to the SSA
- Recalculate benefits when necessary due to additional service credits earned either before or after the pension effective date
- Research work history when needed
- Calculate interest for retroactive payments
- Back up for contact center when needed

Performance standard:

- Process an average of 30 applications and/or 40 status requests and/or 35 items from the Review queue and/or 45 items from the Spouse queue per day

Requirements:

- 2+ years of progressive **benefit fund** experience preferred
- Taft-Hartley Trust Fund experience preferred
- Professionalism, accuracy, and attention to detail
- Communication and customer service skills
- Bachelor's degree
- Background check and drug test required