MID AMERICA
CARPENTERS BENEFITS
ST.LOUIS-KANSAS CITY REGION

Title: Audit & Collections Representative

Department: Employer Contributions

Location: St. Louis / Chicago

Job Responsibilities

- Demonstrate comprehensive knowledge of department policies and procedures, including Trust Agreements, collective bargaining agreements, benefit plan rules, administrative procedures, and applicable federal regulations.
- Respond to member inquiries regarding fringe benefit contributions, providing accurate information and timely resolution.
- Gather and evaluate member documentation required to prepare formal Carpenter Complaints; coordinate with employers to secure payments necessary to resolve outstanding claims.
- Maintain detailed complaint logs and prepare bi-weekly activity and status reports for management.
- Monitor employer contribution accounts to ensure timely reporting and payment; proactively contact delinquent employers to collect outstanding contributions and obtain missing reports.
- Track promissory notes and prepare monthly status reports for management.
- Prepare legal referral packages for employers who fail to satisfy contribution obligations; maintain comprehensive logs of legal referrals, settlement agreements, and payment progress, and provide monthly reporting.
- Prepare bond claim documentation and obtain required authorizations to support collection efforts.
- Monitor employer bankruptcy filings and related activities to ensure appropriate handling of collection matters.
- Review newly assigned audit reports and prepare correspondence for distribution to employers.
- Investigate and analyze employer disputes by reviewing supporting documentation, including contracts, invoices, lien waivers, questionnaires, and other relevant records, to determine claim validity.
- Prepare revised audit reports based on validated employer disputes, employee verification, and/or legal counsel recommendations.
- Evaluate audit findings to determine appropriate legal referrals and prepare all supporting documentation for submission to legal counsel.
- Determine when audit files are eligible for closure and prepare all required documentation, including closure summaries, audit distribution records, and write-off documentation.
- Maintain accurate records and documentation while ensuring compliance with organizational policies, contractual obligations, and regulatory requirements.
- Perform additional duties and special projects as assigned in support of departmental objectives.

Basic Qualifications

- Strong organizational skills with the ability to maintain an orderly and efficient work environment.
- Demonstrated reliability through consistent attendance, punctuality, and dependable work performance.
- Ability to handle confidential and sensitive information with professionalism, discretion, and integrity.
- Collaborative team player who contributes positively to a team-oriented work environment.
- Proven ability to manage multiple priorities, meet deadlines, and produce accurate work under moderate supervision.
- Sound judgment and decision-making skills with the ability to interpret and apply established policies, procedures, and guidelines.
- Strong attention to detail and commitment to accuracy in all aspects of work.
- Effective analytical and problem-solving skills with the ability to identify issues and implement appropriate solutions.
- Excellent written and verbal communication skills, with the ability to communicate effectively with members, employers, colleagues, and external stakeholders.
- Proficiency in prioritizing workload and adapting to changing business needs while maintaining a high level of customer service.

Preferred Qualifications

- Prior experience in collections, employer account management, or audit administration preferred.
- Experience interpreting collective bargaining agreements, trust agreements, or employee benefit plan provisions is a plus.
- Knowledge of fringe benefit fund administration, compliance, or labor-management trust operations is preferred.
- Experience with legal collection procedures, employer audits, and delinquent contribution recovery.

Work Authorization

No calls or agencies please. Mid-America Carpenters Benefits will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.

Equal Opportunity Employer

Mid-America Carpenters Benefits is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to sex, race, color, religion, national origin, age, marital status, political affiliation, sexual orientation, gender identity, genetic information, disability or protected veteran status. We are committed to providing a workplace free of any discrimination or harassment.