MID AMERICA
CARPENTERS BENEFITS
NORTHERN ILLINOIS REGION

Title: Junior Service Representative – Grade 4
Department: Retirement Benefits Department
Location: Chicago, IL

Job Responsibilities

- Develop and maintain comprehensive knowledge of Pension Plan, Supplemental Retirement Plan, and Health Plan rules and regulations; communicate complex provisions clearly, concisely, and professionally to participants and stakeholders.
- Process Pre-52, Pre-60, and military service credit applications, pension benefit applications, deceased member files, and death benefit claims.
- Analyze all available benefit options; determine effective dates; calculate monthly pension benefits (excluding retroactive/prospective calculations); explain options to participants and beneficiaries; prepare files for audit review; process benefit adjustments; and draft denial letters when applicants are ineligible.
- Maintain and update Retirement Benefits Department records to ensure data accuracy and compliance; research internal records, obtain external documentation, and verify pension credits and supporting materials.
- Determine eligibility for Retiree Health Benefits; communicate benefit provisions and requirements to participants; process prospective cancellations and Medicare coverage updates; update vendor eligibility and census records; issue verification letters; and coordinate coverage matters with the Health Benefits Department.
- Process financial transactions including stop payments, wire deletions/reversals, voids, check replacements, and overpayment reimbursement requests.
- Review system reports regarding hours worked by pensioners; initiate follow-up correspondence with pensioners and employers as necessary.
- Facilitate Supplemental Retirement Plan distribution requests for participants and beneficiaries; prepare denial correspondence for ineligible applicants.
- Support departmental initiatives including special projects and Pre-Retirement Seminars.
- Provide cross-functional support to Retirement Benefits Department staff; assist in training Retirement Benefits Records Clerks and General/Mail Clerks.
- Perform administrative duties including responding to telephone inquiries and preparing professional correspondence (letters, memoranda, and email communications) in a timely manner.
- Perform additional duties as assigned, including Retirement Benefits Records Clerk responsibilities when required.

Basic Qualifications

- Exhibit strong verbal and written communication skills, with the ability to convey information clearly and professionally.
- Apply strong mathematical skills, including accurately computing benefits using percentages, fractions, and related formulas.
- Maintain consistent, regular attendance and punctuality.
- Manage multiple priorities simultaneously and complete assignments accurately and within established deadlines, with minimal supervision.
- Demonstrate strong organizational skills, attention to detail, and the ability to maintain a neat and orderly work environment.
- Utilize Microsoft Outlook, Word, and Excel proficiently, along with the Fund's participant database and document imaging systems.

Preferred Qualification

- Bilingual in Spanish, with the ability to communicate fluently when bilingual support is needed.

Work Authorization

MACB only hires individuals who are legally authorized to work in the United States. This position does not offer sponsorship for work visas. Candidates holding temporary visas (including E, F-1, H-1, H-2, L, B, J, or TN) or those who require sponsorship now or in the future are not eligible for this role. Please, no calls or agency inquiries.

Equal Opportunity Employer

MACB is an Equal Opportunity Employer. We consider all qualified applicants 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 dedicated to maintaining a workplace free from discrimination and harassment