



**Pension Fund**  
of the Christian Church  
*strong. smart. secure.*

## **THE PENSION FUND OF THE CHRISTIAN CHURCH**

### **JOB OPPORTUNITY: Member Relations Associate**

*Join our Leadership Team to Ensure the Growth of \$3.25 Billion in Assets and Serve our 14,000+ Members who Serve Others*

Pension Fund of the Christian Church is seeking a ***Member Relations Associate***.

The Member Relations Associate is responsible for modeling a culture of excellence in assisting current and future members with questions and concerns regarding participation; accounts and membership, identifying and analyzing issues and concerns; and, suggesting resolutions. The Member Relations Associate reports to the Director of Member Relations.

### **APPROACH**

Our candidate will be successful in developing and maintaining our culture of uncompromising ethics, high levels of service, and ministry to our members and donors. The successful candidate should enjoy working in an entrepreneurial, mission-minded environment, have a passion for paying attention to the details, be relentlessly customer-centric and service oriented, and understand the unique relational dynamics of working in a church-related, non-profit organization. The successful candidate should be interested in skill-development and career growth.

### **BACKGROUND**

Pension Fund currently has assets in excess of \$3.25 billion. In service to our members, Pension Fund partners with employers to:

- ❖ Offer financially secure retirement savings options and education for pastors and lay employees of the Stone-Campbell movement, including financial support of surviving family members and provisions for those who become disabled;
- ❖ Invest and manage prudently the resources of our members - maximizing returns, minimizing costs, and assuming the burden of market risk;
- ❖ Engage members with compassionate care and personalized attention;
- ❖ Steward the assets and programs of Ministerial Relief and Assistance; and
- ❖ Utilize current and compliant processes.

Our products include a defined benefit pension with death and disability benefits; a 403b tax-deferred account (TD); Roth IRA; Traditional IRA; Benefit Accumulation Account (BA) (similar to a money market account); and Medicare Supplemental plans. We are one of more than 75 IRS approved non-bank trustees in the US.

Pension Fund members are part of the Stone-Campbell movement, including but not limited to, the Christian Church (Disciples of Christ), the Christian Church (Disciples of Christ) in Puerto Rico, Christian Churches and Church of Christ, Church of Christ / Disciples of Christ International, and Churches of Christ (acapella) in the United States. We operate a Retirement Contribution Account (RCA) plan in Canada.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.**

- ❖ Assist members over the phone
- ❖ Assist with address changes, bank changes, Power of Attorney information, and personal status changes
- ❖ Review and process changes to beneficiary designations
- ❖ Verify member benefits and create retirement projections as requested
- ❖ Draft member correspondence
- ❖ Focus on skill-development and career growth
- ❖ Display a calm and confident demeanor
- ❖ Log and send confirmation as needed for housing allowance designations
- ❖ Provide backup to the processing of all retirements, withdrawals, and auto debits
- ❖ Provide support to the RMD process as needed
- ❖ Provide support for the APCR process
- ❖ Participate in and provide input for projects as assigned
- ❖ Participate in logic and requirement testing in UAT as assigned
- ❖ Meet and exceed customer-centric standards for excellence
- ❖ Maintain and contribute to a positive workplace environment
- ❖ Complete social security validations
- ❖ Provide backup coverage for receptionist
- ❖ Other duties as assigned

## **QUALIFICATIONS**

- ❖ 2-5 years retirement/financial call center processing preferred
- ❖ College degree preferred but not required
- ❖ Attention to detail
- ❖ Ability to multi-task, work well under pressure
- ❖ Strong interpersonal communication skills
- ❖ Ability to thrive in a team environment
- ❖ Ability to quickly learn complex processes and products
- ❖ Math and critical thinking skills
- ❖ Passion for excellent customer service
- ❖ Bi-lingual preferred (Spanish)

## **SALARY & BENEFITS**

The Pension Fund of the Christian Church offers a highly competitive salary along with the following benefits:

- ❖ 14% of salary to our pension plan;
- ❖ Full family coverage for health, vision, and dental;
- ❖ Two times annual salary up to \$500,000 in our group term life policy;
- ❖ Full vacation benefits;
- ❖ A matching tax deferred retirement account;
- ❖ Educational assistance up to the maximum allowed by the IRS as nontaxable income; and,
- ❖ A family-oriented office environment with flexible work schedules.

Interested and qualified candidates should submit a resume and cover letter to Nicole Porter, Director of Human Resources, [nporter@pensionfund.org](mailto:nporter@pensionfund.org). Candidates will be reviewed on a rolling basis and applications will remain open until the position is filled.

*The Pension Fund does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, handicap, age, sexual orientation, status as a parent, or any other characteristic*

*protected by law.*