

# NORTH AMERICAN DIVISION

## JOB OPPORTUNITY

Applications for the job listed below will be accepted from the time of posting from **NORTH AMERICAN DIVISION** employees **WITH AT LEAST ONE YEAR OF SERVICE IN THEIR CURRENT POSITIONS.**

**TITLE OF JOB:** Retirement Benefits Assistant

**DEPARTMENT:** NAD—RET

**SUPERVISORS:** Director

**CLASSIFICATION:** Full-Time Hourly/Non-Exempt (38 hours per week, Monday - Thursday)

**REMUNERATION GRADE/HOURLY RATE:** Grade 6, \$25.18 - \$35.93

**BENEFITS:** Healthcare, flexible spending accounts (FSA), life insurance, long-term disability, retirement, continuing education, student loan repayment assistance, paid time off for holidays, along with paid vacation and sick leave.

**LOCATION:** Columbia, MD—On-site/In-office at the NAD Headquarters

NOTE: This position is not eligible for any type of regular remote or teleworking arrangement. For candidates living outside of the MD geographical area, relocation is required.

**POSITION SUMMARY:** Primary responsibilities involve performing duties with a high degree of precision and accuracy in a technical and time-sensitive work environment to process retirement applications for the Church and Hospital retirement plans, death transactions, Required Minimum Distributions (RMDs), checking card file, making/returning phone calls and attending meetings. Employee spends the majority of their work schedule collecting retirement application data, analyzing personal service records of retiring denominational employees, researching and interpreting retirement plan policies to determine eligibility, calculating Retirement Plan benefits, and subsequent follow-up for all retirement benefit inquiries/adjustments thereafter. Employee must be able to take initiative, utilizing analytical, technical, and interpretive skills to function well in this position.

**AUTHORITY, ACCOUNTABILITY:** Authority as delegated by the supervisor. Assignments are fairly routine and highly repetitive while being performed essentially independently. Problems, concerns, etc., are referred to the supervisor for help.

### **ESSENTIAL JOB FUNCTIONS:**

- Processes multiple retirement applications in a deadline-driven environment for all DB (Defined Benefit) plans (church and hospital).
- Ensures retirement applications are processed within established timeframes by monitoring schedules and all outstanding questions/needs in order to complete the application on time. May include repeatedly following up on necessary/outstanding questions/items, utilizing a self-reminder/tickler system to track and ensure issues are resolved and questions are answered.
- Performs in-depth evaluation of service records using a step-by-step process while watching for sometimes subtle/minute details that could affect service credit calculations and overall eligibility for retirement benefits.
- Analyzes peripheral applicable data relating to DB policies, researches, interprets, and implements established policies, ultimately determining retiree benefits (monthly and peripheral or supplemental benefits).
- Primary contact with clients (retirees) to assist retiree and employing organizations (conferences and hospitals)—via personal interview, telephone, fax, and email/mail correspondence—with questions regarding retirement policies and benefits, having the ability to discuss technical details with a non-technical audience.

- Maintains the electronic data record of information regarding retirement or benefit related inquiries and works within the established methods of data entry and electronic records.
- Conducts extensive historical data research regarding retirement and benefit questions, disputes, etc., as needed.
- Initiates retirement applications from point of contact with plan participant of Boston Regional Medical Center (BRMC) and other 'closed' institutions, per established policies, including maintaining original Service Records for former employees. (Process includes initial creation of application documents, after evaluating and establishing eligibility, and ultimately determining retirement benefits and notifying retiree).
- Determines eligibility and initiates benefits for terminated vested individuals to comply with government Required Minimum Distribution regulations. May require researching and locating individuals, finding their correct contact information, and reaching out to them.
- Communicates with retirees and/or their spouse/families in the event of a death to discuss details such as final payments of death benefits, collecting on overpayments, etc. Must be able to be sensitive while also conveying policy information during such discussions.
- Works closely with payroll to ensure payments are correct and processed timely.
- Performs other duties as assigned by Supervisor.

**EDUCATION/EXPERIENCE/CREDENTIALS:** Bachelor's (BA/BS) degree in office administration or business-related field or certification from business college, including courses in word processing and computer literacy is preferred. Appropriate successful work experience may be acceptable in lieu of scholastic requirements.

A minimum of three to four years of relevant, progressive work experience, including accounting/bookkeeping, is required to gain the skills and knowledge required to perform job duties.

**KNOWLEDGE AND SKILL:** Well developed knowledge of principles, policies and beliefs of the General Conference, North American Division and the Seventh-day Adventist Church. Ability to maintain neatness and order, organization and a pleasant disposition in dealing with others. Requires knowledge of up-to-date office procedures such as data entry, filing, telephone techniques, office equipment (including the following computer skills—Microsoft Word and Microsoft Excel, Retirement Benefit Program, and Laserfiche). Clear English usage (spelling, grammar, punctuation, etc.). Must be able to read and accurately interpret technical policies and be able to adequately explain them to others. Must have the ability to work under pressure and with numerous interruptions. Position requires keyboard speed and accuracy. Absolute confidentiality required at all times; knowledge of church employment policies and practices helpful.

**CONTACTS, ORGANIZATIONAL RELATIONSHIPS:** Must possess the ability to deal tactfully and effectively with own departmental personnel, others within the NAD, General Conference, and outside personnel on a daily basis. Individual must remain calm under pressure and exhibit courtesy, diplomacy and kindness at all times, in person, in written correspondence and on the telephone. Individual must exhibit ability to effectively handle confidential information/situations at all times and maintain high degree of loyalty and support for supervisor, department, NAD and Seventh-day Adventist Church.

Heavy contact with retirees, financial institutions, conferences and others regarding benefits distribution issues. Should have an agreeable personality and must be able to deal kindly and compassionately with retired workers yet adhere to working policies.

**PHYSICAL REQUIREMENTS:** Position primarily requires sitting and doing close visual work. Must be able to see, read, speak and hear. Must be able to effectively communicate both orally and in writing. Some standing, walking, bending, kneeling, carrying of light items, etc. required. Standard work hours, as defined by *the North American Division Employee Handbook* are required.

**WORKING CONDITIONS:** Essential responsibilities are performed primarily in a sedentary and comfortable manner. Tasks are usually performed under normal office conditions with little or no noticeable discomfort. Work area is well lighted and ventilated. Position does not require travel,

either local or out of the area. Any request for travel **must** have department supervisor/administrator and NAD Human Resources Committee prior approval. Travel will be in accordance with NAD Handbook Policy. Overtime is occasionally requested, rarely required and never permitted without supervisor's prior approval.

**EQUAL EMPLOYMENT OPPORTUNITY:**

*The North American Division of Seventh-day Adventists® ("NAD") is an equal opportunity employer which does not discriminate in employment policies and practices on the basis of race, national origin, gender (except for positions requiring ordination), color, age, marital status, disability, or any other basis prohibited by law. The employment practices of the church reflect religious preferences in harmony with the United States Constitution and controlling law, and it, therefore, hires only Seventh-day Adventist Church members in regular standing.*

**AT-WILL EMPLOYMENT:**

*Employment with the North American Division is at-will. This means that either you or the North American Division may terminate the employment relationship at any time, with or without cause or notice, as long as it is not in violation of applicable federal or state laws.*

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If interested in the above position please visit our site [CLICK HERE](#) to complete a NAD Employment Application. Or send email to [jobs@nadadventist.org](mailto:jobs@nadadventist.org) and follow instructions from response email.

*This position will remain available until filled.*

**Posted:**

**January 15, 2026**