

# 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:** SHARP Assistant

**DEPARTMENT:** NAD—RET

**SUPERVISORS:** Assistant Administrator

**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 time-sensitive work environment. Employee spends the majority of their work schedule collecting, analyzing, and processing detailed information related to SHARP retiree healthcare eligibility, enrollment, billing, and compliance in accordance with established policies and procedures of the North American Division and the Seventh-day Adventist Church. Requires initiative and the use of analytical and interpretive skills to function effectively in the position while referring unusual or complex matters to the supervisor.

**AUTHORITY, ACCOUNTABILITY:** Authority as delegated by the supervisor. Assignments are routine to moderately complex and may be repetitive in nature while being performed essentially independently. Incumbent is accountable for accuracy, timeliness, and strict confidentiality. Problems, concerns, or unusual situations are referred to the supervisor for guidance.

### **ESSENTIAL JOB FUNCTIONS:**

- Works directly with various sections of Adventist Retirement including Accounting, Payroll, Benefits and Administration to administer healthcare benefits for new and current retirees.
- Manages incoming SHARP eligibility for applications from new retirees, spouses, and dependent children daily.
- Communicates with retirees and/or their POA via multiple channels including verbally, by email and in writing to assist them in making health care coverage choices. Abides by the established SHARP protocol for communication with new retirees. Maintains a regular 'tickler' system to ensure nothing is missed or omitted during the enrollment process.
- Analyzes retirees' health care coverage needs based on claims history, outside coverage available to retiree, and any other information provided by the retiree, to assist the retiree in understanding current coverage options available through their retirement healthcare plan.
- Assists the retiree in the decisions they must make regarding initial coverage, changes to their current coverage based on established policy guidelines.
- Works daily with Adventist Retirement Plans Benefits Assistants to establish initial eligibility.
- Provides information to retirees regarding Alight Retiree Health Solutions, Medicare requirements or penalties that may be assessed if the retiree does not follow through in a timely fashion.
- Enters and maintains eligibility data in the WebTPA database to ensure retirees receive

- healthcare, prescription drug, dental, vision, and hearing coverage and identification cards.
- Reviews eligibility for all healthcare benefits and determines effective and termination dates for health reimbursement account participants. Handles all initial escalation calls regarding outside vendor complaints.
  - Serves as the point of contact for retirees who have relocated to ensure they do not experience a loss of healthcare benefits.
  - Manages incoming eligibility for retirees who are aging into a new SHARP category upon reaching age 65. This includes communication through letters and email beginning 120 days prior to the birthdate and monthly until the birthday.
  - Processes change of benefits for surviving spouses of retirees who have passed away, including dependent benefits for children.
  - Maintains an established system of communication between the Adventist Retirement and Adventist Risk Management, Inc. regarding retiree demographic, eligibility, and other miscellaneous issues.
  - Verifies when a retiree account will become a SHARP billing case.
  - Manages communication for retirees who are enrolled in the monthly SHARP billing, including calculation of monthly amount, enrollment, and submitting data to Adventist Retirement Accounting team for monthly ACH withdrawal.
  - Prepares and maintains reports on retiree health care participation as requested by supervisor.
  - Serves as a main contact from the Adventist Retirement Plans office to NAD employers for SHARP eligibility issues as well as health reimbursement account issues that may arise.
  - Determines Medicare Part B reimbursement eligibility and ensures the card copy is obtained and on file.
  - Abides by department HIPAA guidelines. Must obtain and maintain personal HIPAA certification and attend annual staff training.
  - Completes required quarterly CMS National Learning modules relating to Medicare and the U.S. healthcare marketplace.
  - Performs other duties as assigned by supervisor.

**EDUCATION/EXPERIENCE/CREDENTIALS:** Bachelor's (BA/BS) degree in office administration, business administration, or a related field preferred. Certification from a business college, including coursework in typing and computer literacy, may also be considered. Appropriate successful work experience may be acceptable in lieu of scholastic requirements.

A minimum of four years of relevant, progressive work experience is required to gain the skills and knowledge necessary to perform the 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 organization, accuracy, and professionalism in dealing with others. Requires clear English usage (spelling, grammar, punctuation, etc.) and the ability to communicate effectively.

Requires knowledge of up-to-date office procedures, strong data entry accuracy, and proficiency in Microsoft Word and Microsoft Excel, along with the ability to learn department-specific systems including WebTPA and related benefits platforms. Must be able to read, accurately interpret, and apply SHARP policies and healthcare regulations, work under pressure with numerous interruptions, maintain keyboard speed and accuracy, and uphold absolute confidentiality at all times. Knowledge of church employment policies and practices is helpful.

**CONTACTS, ORGANIZATIONAL RELATIONSHIPS:** Must possess the ability to deal tactfully and effectively with departmental personnel, other North American Division employees, denominational entities, and outside contacts as required. Must remain calm under pressure and exhibit courtesy, diplomacy, and kindness in person, in written correspondence and on the telephone. Must effectively handle confidential information and maintain a high degree of loyalty and support for the supervisor, department, North American Division, and the Seventh-day Adventist Church.

Heavy contact with retirees, NAD employers, healthcare vendors, and external benefit administrators regarding SHARP eligibility and healthcare matters. Must demonstrate professionalism, discretion, and compassion while adhering strictly to established policies and compliance requirements.

**PHYSICAL REQUIREMENTS:** Position primarily requires sitting and performing 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, or carrying of light items may be required. Standard work hours, as defined by the North American Division Employee Handbook, are required. This is a full-time, non-exempt position requiring 38 hours per week.

**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 typically require travel. Any request for travel must receive prior supervisory approval and be conducted in accordance with North American Division policy. Overtime is occasionally requested but never permitted without prior supervisory 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:**

**February 20, 2026**