



1700 North Brown Road, Suite 106 • Lawrenceville, GA 30043
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IMMEDIATE POSITION OPENING

Benefits Advisor

(Full-Time, Exempt Position)

Reporting to the Customer Service Manager and through to the Director of Benefits Services, PCA Retirement & Benefits, Inc. ('RBI'). Benefits Advisors provide general support to benefit plan participants, including PCA Insurance Plans (e.g. Life Insurance, Short & Long Term Disability Insurance, Vision Insurance and Dental Insurance), a counseling plan, and the PCA Retirement Plan. Benefit Advisors will also need a working knowledge of benefit plans available only to the agencies and committees of the Presbyterian Church of America (e.g. long term care insurance, health savings account, health reimbursement account, medical insurance plan, and COBRA). This position will respond to client inquiries, interface with plan vendor contacts and support the overall operation of the PCA benefit plans. The Benefit Advisor will offer support as needed to the other products and services offered by RBI.

Please see [Position Profile](#) for more detailed information.

PLEASE DIRECT INQUIRIES/RESUMES TO:

PCA Retirement & Benefits

ATTN: Heather Chambliss

1700 N. Brown Road, Ste 106

Lawrenceville, Georgia 30043

Email: heather.chambliss@pcarbi.org

Applicants must provide a cover letter, resume, and affirm the below statement, returning a copy of this page with their application.

RBI does not discriminate against any person on the basis of race, color, gender, national origin, age, disability, or veteran status, whether in hiring, promotion, pay, or benefit decisions. Nevertheless, as a Christian ministry, RBI reserves the right to hire only those individuals who make a credible profession of faith in Jesus Christ, whose activities are consistent with any stated or implied doctrine or religious belief or practice the PCA, and who demonstrate qualifications for the position being filled. While as a church entity, RBI is not subject to the Americans with Disabilities Act, RBI does not discriminate against any qualified individuals with a disability. RBI will make reasonable accommodations to allow a disabled employee to perform the essential functions of his or her job whenever possible. It is the responsibility of the disabled employee to request an accommodation of his or her physical or mental disability by contacting his or her supervisor.

I have read the above requirements:

- Cover Letter Included
- Resume Included
- Affirmation of Employer Statement

PCA Retirement & Benefits

As an agency of the Presbyterian Church in America (PCA), the role of PCA Retirement & Benefits (RBI) is to “Prepare, Protect, and Nurture” ministers, missionaries, lay employees and their employing ministries through the provision of employee benefits, financial consultation and counseling. This is accomplished through providing the benefits and educating eligible PCA ministry partners about them. The benefits include the plans, programs and services provided through RBI, including the PCA 403(b) Retirement Plan, PCA Group Insurance Plans, the PCA Ministerial Relief program and the counseling ministries of ServantCare and Cherish.

Our Vision

We believe the gospel advances and the church thrives as men and women who serve PCA ministries grow spiritually and financially healthy.

Our Values

We Know You: We Understand Ministry Life

We Know How: We Continuously Pursue Excellence

We Care: Relationships Are Our Bottom Line

Our Mission Statement

We guide PCA pastors and ministry workers through the complexities of financial planning and employee benefits, so they and their families are able to live generously in every season of ministry.

Job Title	Department	Reports to	FLSA Status	Date Prepared
Benefits Advisor	Benefits Services	Customer Service Manager	Exempt	01/25/2021

Job Title: Benefits Advisor

Summary

Reporting to the Customer Service Manager and through to the Director of Benefits Services, PCA Retirement & Benefits, Inc. ('RBI'). Benefits Advisors provide general support to benefit plan participants, including PCA Insurance Plans (e.g. Life Insurance, Short & Long Term Disability Insurance, Vision Insurance and Dental Insurance), a counseling plan, and the PCA Retirement Plan. Benefit Advisors will also need a working knowledge of benefit plans available only to the agencies and committees of the Presbyterian Church of America (e.g. long term care insurance, health savings account, health reimbursement account, medical insurance plan, and COBRA). This position will respond to client inquires, interface with plan vendor contacts and support the overall operation of the PCA benefit plans. The Benefit Advisor will offer support as needed to the other products and services offered by RBI.

General Responsibilities

- Proactively focus on long term relationship building and client retention
- Provide research and problem resolution support for participant and client inquiries.
- Facilitate enrollment into PCA benefit plans
- Obtain the training necessary to fulfill position responsibilities
- Listen for ways to encourage our participants in the shared hope that we have in Jesus
- Understand, administer, and assist with electronic payment processing
- Maintain records of all customer interactions and transactions

Retirement Responsibilities

- Submit recurring reports to our retirement plan administrator
- Interface with vendors on distributions, loans, rollovers, transfers, and error corrections
- Have a deep understanding about the unique characteristics and advantages of the PCA Retirement Plan, such the investment options, distributions options, account transactions

Insurance Responsibilities

- Submit recurring and ad hoc reports for our insurance carriers
- Process monthly reports and other admin tasks for data management
- Process employee premium adjustments for credits and retro billings, as needed
- Process benefit enrollments for new hires, qualified life events, and annual enrollments
- Have a deep understanding about the unique characteristics and advantages of the PCA Insurance Plans, such the types, benefits, claims, etc.

Qualifications

Christian

- Devotion to Jesus Christ, holiness, and a passion to make Him known
- A Christian whose life reflects spiritual maturity as evidenced by the fruit of the Spirit and knowledge of the basics of the faith
- Active member of an evangelical church that affirms the tenets of historic Christianity (PCA church preferred but not required)
- In agreement with RBI's Statement of Faith and Ethics

Personal

- Passion for the church and its ministry leaders
- Excellent oral and written communication skills
- Lifelong learner
- Collaborative skills in order to work well with other RBI associates and other PCA committees and agencies
- Persevere in challenging business and ministry environments

Professional

- 4-year college degree
- 3 years of professional experience in the area of retirement and/or insurance plan administration is preferred
- Proven ability to meet deadlines and complete projects according to outlined scope, budget, and timeline
- Strong analytical and problem-solving skills
- Proficient with Office 365 Products and able to learn additional software tools

Working conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Travel to support work may be required.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.