

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: Retirement (NAD-RET)

SUPERVISOR: Assistant Administrator/SHARP

REMUNERATION GRADE/RATE: Regular Full-Time (Non-Exempt)

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: Performs diverse duties for assigned supervisor. Assists in designated administrative details using initiative and sound judgment. Advises department on specific area of responsibility. Requires knowledge of church policy and organizational structure, a high level of technical (well-developed keyboard/computer, etc.) skills, high levels of tact, friendliness, and other aspects of strongly developed interpersonal skills plus proven organizational skill.

AUTHORITY, ACCOUNTABILITY: Authority as delegated by the supervisor. Work is performed with limited supervision. Responds to own supervisor. Assignments are routine and performed essentially independently, referring problems, concerns, etc., to supervisor for help.

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 Aight Retiree Health Solutions, Medicare requirements or penalties that may be assessed if the retiree does not follow through in a timely fashion.
- Responsible for the eligibility data entry to WebTPA database to ensure retirees receive their 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.
- Required to complete, on a quarterly basis, CMS National Learning modules relating to Medicare and the U.S. healthcare marketplace.
- Performs other work-related duties as may be assigned by supervisors.

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

Four or more years of successful office experience are needed to gain the skills and knowledge required to perform job duties. This position offers ample time for on-the-job learning and development. **KNOWLEDGE AND SKILL:** Well developed knowledge of principles, policies and beliefs of the North American Division, and the Seventh-day Adventist Church. Must exhibit extensive initiative and work with minimal supervision. Adaptable and able to evaluate priorities. Ability to perform office and support duties with speed and accuracy. Must be able speak and write effective, professional letters using appropriate spelling, grammar and punctuation. Requires ability to work in a high production office with many interruptions.

Knowledge of up-to-date office procedures such as filing, telephone techniques, office equipment (including computer, etc.). Position requires keyboard speed with high accuracy. Must be able to facilitate good communications among departmental staff, other departments and outside personnel, including phone etiquette with incoming calls and returning calls in a timely fashion.

CONTACTS, ORGANIZATIONAL RELATIONSHIPS: Contact with many people, both internally and externally. Contact with all persons having business with supervisor, whether by telephone, correspondence, or personal contact. Extensive contact with assigned area of world division. Must have both a pleasant personality as well as good telephone manners. Must possess the ability to deal tactfully and effectively with own department personnel, others within the North American Division and outside personnel daily. Must be able to effectively handle confidential information/situations at all times and maintain high degree of loyalty and support for supervisor, department, North American Division and Seventh-day Adventist Church.

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.

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 and follow instructions from response email.

This position will remain available until filled.

Posted:

May 30, 2024