



Job Posting

Job Title: Administrative Assistant (Retirement Services)
Reports to: Retirement Services Manager (FFA)
Location: Houston, Texas

Position Description

As a key member of the First Financial Retirement Services team, the Administrative Assistant will be responsible for providing administrative support to the Manager, Team Lead and Retirement Specialists in the third-party administration of the employer groups' IRS section 457 deferred compensation plans, 403(b) tax-deferred annuity plans and section 3121. Will be responsible for answering the department phone line and directing calls to the correct Retirement Specialist, checking and distributing the department faxes to the appropriate representative and assisting the department leadership with administrative support. The position will track data and keep logs of information processed by the department and sent to carriers. Will provide customer service through answering a high volume of phone calls, responding to emails in a timely manner and providing accurate information to client groups and participants. The administrative assistant will also provide bill reconciliation for employer groups, scan documents received into OnBase, and provide customer support for 457 savings plans. Additionally, the position will perform other administrative duties as assigned by the Manager.

Duties include but are not limited to the following:

- Answer high volume of calls daily, assisting employer groups and plan participants with retirement savings inquiries and/or directing calls to the appropriate representative
- Track data through Excel spreadsheets/logs of information sent to carriers or processed by department
- Complete bill reconciliations timely & accurately for employer groups
- Sort mail and incoming faxes, distributing to the appropriate representatives
- Assist participants and employer groups with inquiries about 457 Savings Plans
- Provide assistance in a variety of methods (over the phone, via email and other forms of communication) to employer groups and participants with any savings plans questions
- Other duties as assigned by the Retirement Services leadership

Qualifications:

- High School Diploma or GED
- Bilingual – English/Spanish preferred
- Knowledge of benefits plans, third-party administration and 457 retirement savings plans strongly preferred
- Knowledgeable and proficient in Microsoft Suite (Word, Excel, PowerPoint, Adobe, Publisher)
- Excellent oral (phone) and written (email) communication skills
- Two (2) years of administrative and/or customer service experience
- Two (2) years of public school and/or corporate administrative experience preferred