Pacific Administrators

# JOB DESCRIPTION

**Role/Title**: Employer Control Assistant
**Department:** Employer Control
**FLSA:** Non-Exempt
**Reports To:** Employer Control Supervisor

## About Pacific Administrators

Pacific Administrators (PAI) was founded in 2001 with a mission to provide exceptional Third-Party Administration services to Multi-Employer (Taft-Hartley) Employee Benefit Plan Trust Funds. PAI has been awarded one of Hawaii Business Magazine's Best Places to Work for 2026 and is Hawaii's Largest Locally Owned & Operated Third-Party Administrator.

## About the Role

The Employer Control Assistant will work under the Employer Control Supervisor to assist the Employer Control Department with administration duties that include but are not limited to maintaining employer records, employer correspondences and follow-ups, responding to employer requests. They will also assist with daily processing of employer reports and contributions.

## Responsibilities:

- Prepare and process daily bank batch sheets
- Process work hours and contributions, by participants, for union fringe benefits
- Maintain monthly contribution reports and employer log sheets
- Reconcile monthly reported hours and contributions, by fund, in a timely matter
- Process payments by employers
- Track monthly employer remittances and prepare notices to employers for under/over payments, no report, submitted, etc.
- Assist with updating employer ledgers for payments, delinquent contributions, and assessments
- Assist with billing employers for underpayments, overpayments, and assessments
- Assist with collection employer follow-ups
- Assist with collection reports to Trustees and other fund professionals as needed
- Assist with collection referral to fund counsel
- Assist with quarterly reports for trustee meeting
- Assist with verifying and processing vacation early payment requests
- Assist with annual vacation process for all vacation funds and verifying and processing of the vacation annual applications for the assigned vacation fund(s)
- Respond to internal and external requests timely
- Assist with verifying, coordinating, and releasing of Trust Fund clearances on a timely matter
- Assist with maintaining employer and participant's accounts
- Assist with participant and employer inquiries via phone, in person, in writing
- Assist with department mail outs, filing, and various department projects
- Occasional carrying, loading and transporting of supplies
- Perform other duties as assigned

## Requirements:

- 2 years of College or 4 years of Administrative Work experience
- Highly Proficient in Microsoft Word, Excel, and PowerPoint
- 10-key by touch
- Detail oriented with good organizational skills
- Good oral and written communication skills
- Must be a team player with a consistent positive attitude
- Must be able to meet deadlines and prioritize daily tasks
- Must be able to respond to a high volume of emails and calls in a professional manner

## Nice to Haves:

- Bookkeeping experience is helpful

## Working Conditions:

- PAI offices are indoors & air-conditioned while conditions may vary at client locations
- Monday to Friday, 8:00 - 4:00 PM or 8:30 AM - 4:30 PM, with a 1-hour unpaid lunch
- The duties assigned will have situations that will require extra time

Accepted By: _____

Employee's Signature Date

*The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.*