

Role/Title: Member Services Clerk I
Department: Member Services
FLSA: Non-Exempt
Reports To: Member Services 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 Member Services Clerk I will work under the Member Services Supervisor to provide benefit, claim and eligibility information in response to members' and providers' inquiries and, when needed, create documentation to direct action for resolution and/or changes required to ensure accurate administration of those members' benefits.

Responsibilities:

- Access, interpret and analyze information maintained on computer databases and in resource manuals that require effective use of keyboard and PC screens
- Respond and follow-up to member/provider inquiries in a timely and professional manner
- Communicate accurate membership, benefit and claims information in response to inquiries verbally or through written correspondence within established procedures. Elevate exceptional cases to the Member Services Supervisor
- Knowledge of the benefits for designated Health and Welfare account(s)
- Identify specific questions, problems or concerns using clarifying questions and research of individual files when contact is initiated by member or provider on the phone
- Create, log and track contacts that require further action and maintain pending file to follow-up resolution of inquiries
- Update records and complete process for various Fund benefits as required daily (such as Age 26 notifications, Handicapped Reports, Address changes, Enrollment form verification and process, Disability process, COBRA and Self-Pay process, Child support requests, COBRA monthly notices, Life insurance process, Eligible but not covered process)
- File various documents to each member's folder for accurate record keeping
- Present all information in a manner that represents PAI favorably and professionally
- Assist supervisor and/or manager with other duties or projects as needed

Requirements:

- Minimum of 2 years college education or 4 years work experience in related field
- Excellent Customer Service and Communication Skills
- Highly Proficient in Microsoft Word, Excel, and PowerPoint

- 10-key by touch
- Type 45 WPM
- Good Communication Skills (written and verbal)
- Quick learner with the desire and initiative to keep learning
- Strong organizational and multi-tasking skills
- Strong concentration, listening and problem-solving skills

Nice to Haves:

- Some accounting experience is a plus

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.