Pacific Administrators

JOB DESCRIPTION

Role/Title: Collections / Payroll Audit Assistant
Department: Audit Department
FLSA: Non-Exempt
Reports To: Payroll Audit Supervisor & Collections Representative

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 Collections / Payroll Audit Assistant will work under the Payroll Audit Supervisor & Collections Representative and assist in the timely completion of department responsibilities, including data entry, filing, document preparation, and record organization. They will work collaboratively to perform collection and payroll audit functions as required by the Client/Administrative Services Contract following the guidelines as set forth by department and Client Trust Fund policies and procedure

Responsibilities:

- Assist in maintaining delinquency ledgers by posting transactions and updating account balances
- Send timely notices and follow-ups to delinquent employers
- Assist Collection Representative with collection actions and referrals
- Assist in the preparation and review of delinquency reports
- Maintain department logs by updating, organizing, and archiving documents
- Prepare quarterly and annual department reports
- Review and interpret contracts and procedures related to collections and payroll audits
- Assist in performing audits of client's payroll records
- Assist with preparing and completing written audit reports
- Assist with preparing and sending correspondences to clients
- Assist with the completion of special audits and projects for delinquent clients as requested
- Communicate with clients via mail, email, phone or fax
- Assist the Employer Control department as needed
- Ensure company equipment and data are safeguarded against theft and damage
- Occasional carrying, loading and transporting of supplies
- Perform other duties as assigned

Requirements:

- Associate Degree (or higher) in Accounting or Finance, or equivalent education/experience demonstrating ability to perform position duties
- 1-2 years related work experience which includes working in an office environment
- Basic accounting principles, bookkeeping and payroll experience (preferred)

- Highly Proficient in Microsoft Word, Excel, and PowerPoint
- 10-key by touch
- Strong verbal and written communication skills
- Excellent customer service and interpersonal skills
- Detail oriented with strong organizational, analytical and multi-tasking skills
- Team player with the ability to work and communicate well with others
- An ability to adapt and be flexible in performing tasks as needs change.

Nice to Haves:

- Basic collections knowledge 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.