

**Role/Title:** Administrator  
**Department:** Administration  
**FLSA:** Exempt  
**Reports To:** President/CEO

### 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 Administrator works under the direction of the company's President to service Taft-Hartley benefit fund clients by managing relationships and directing and coordinating assigned projects. They will work closely with the client Funds' Legal Counsels, Consultants, Trustees and other professionals to provide client services as outlined in the Client Administrative Services Agreement. The Administrator is responsible for accurate, proper and timely execution of all assigned work and is required to have technical and public relationship skills to deliver a level of service that consistently meets or exceeds client expectations. They will serve as operational manager for at least one department (i.e. the Administration department or other) assisting with achievement of Company Key Performance Indicator related projects.

### Responsibilities:

- Attend client trust meetings, benefit fairs, union membership, new hire orientation and conferences
- Receive and respond to client inquiries including benefit and claim questions and issues
- Review and analysis of monthly financial statements and disbursements
- Prepare and finalize meeting minutes, reports and agenda items
- Knowledge of ERISA, current legislation and Department of Labor guidelines
- Management of internal relationships to ensure compliance with client-specific procedures
- Interpretation & application of Plan Documents & Summary Plan Descriptions (SPD), and other policies
- Planning, analyzing and evaluating information and company output relevant to assigned client projects
- Manager to the assigned department supervisor(s) to assist with staff development and performance
- Administration department – Learn support functions to be able to assist when necessary
- Assist department supervisor(s) to manage and coordinate department workload for timely completion of assigned responsibilities and projects
- Reviews client coverage contracts and amendments for accuracy
- Market new and renewal business
- Manage proposals for renewals, identify content
- Prepare employee, client and vendor communication material
- Occasional neighbor island and mainland travel is required for client meetings and conferences
- Drive to client or various locations for attendance of duties requirements
- Occasional carrying, loading and transporting of supplies
- Perform other duties as assigned

### Requirements:

- Bachelor's degree (BA) in Accounting/Finance or Human Resource Management or equivalent; 5+ years related experience and/or training
- Able to build and manage long-term relationships with the client Funds' legal counsels, consultants, trustees and plan participants
- Excellent oral and written communication skills with the ability to timely acknowledge and respond, deliver clear, concise and accurate oral and written correspondence
- Ability to speak to various size groups varying from members, plan professionals and/or trustees
- Excellent organizational, project planning and time management skills – must have the ability to establish priorities and objectives, then to gather, classify, and retrieve information to meet deadlines
- Good problem solving and decision-making skills with the ability to learn company practices
- Able to be flexible to maintain constructive behavior in the face of adversity; to be able to manage stress and prioritize assigned tasks; change course of action when appropriate
- Able to take initiative for action by oneself without direction from others; to anticipate and develop solutions to problems without the aid of others for assigned projects
- Able to work in a team environment, delegate effectively, and work harmoniously with others
- Attention to detail and the ability to handle multiple projects and duties at one time
- Supervisory experience is required along with a demonstrated ability to manage others
- Able to analyze, interpret and understand complex contracts or other legal documents
- Able to research and/or respond effectively to inquiries
- Able to balance conflicting priorities and appropriately respond
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, etc.)
- Vehicle (automobile) and valid driver's license is required

### Nice to Haves:

- Experience working with multi-employer ERISA Taft-Hartley Funds a plus
- Experience in pension, annuity, vacation and holiday and/or health and welfare funds
- Claims and processing and electronic data transfers 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
- Some weekends, as needed for client meetings, benefit fairs or educational conferences

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.*