

Job Posting: Field Services Representative

The Field Services Department assists Employers and Labor Organizations with implementing and administering health and welfare plans for Teamster groups. The Field Service Representative is responsible for the retention of existing contributing employers with an emphasis on education and communication. In addition to retention, this individual will have a strong focus on promoting MCTWF as a group health care option to the Local Union officers and Business Agents. The Field Service Representative serves as the primary facilitator between the Local Unions, contributing employers and MCTWF.

The essential functions of the position include, but are not limited to:

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The Field Service Representative should be a customer service driven individual with the following core duties and responsibilities:

- Maintain a quality relationship with Local Union officers, Business Agents, Local Union office staff and company representatives.
- Effective communication of all MCTWF plan benefits, rules, and requirements, with education at the core. Education of Local Union officers, Business Agents and company representatives is top priority.
- Promote MCTWF Plan benefits to Local Union officers and Business Agents, which may include evaluating the Employer's current benefit offerings and comparing those to MCTWF. Must have the ability to develop comparative and competitive plans based on benefits and costs, while meeting MCTWF rules and requirements.
- Conduct in person and online meetings with Local Union offices as needed, or as requested. This includes meetings with company representatives with or without Local Union representation.
- Coordinate and conduct enrollment meetings of new groups (in person or online) as well as future enrollments for existing groups.
- Maintain book of business for existing contributing employers to ensure concerns are managed and expiring contracts are renewed.
- Effective communication with colleagues from the Field Services Department as well as other necessary departments within the Fund.
- Ability to travel overnight and out of state when the need arises (including weekends).

QUALIFICATIONS

- Minimum of 5 years' experience in labor relations and/or multi-employer benefit plans.
- Exceptional oral and written communication skills.
- Transferable skills must include discipline and organization. This individual should be able to follow up independently and have exceptional note-taking ability with respect to their workload.
- Experience in Labor Management relations, including negotiating and interpreting collective bargaining agreements and/or representing a labor organization in collective bargaining or contract administration is preferred.
- Knowledge of ERISA and Multi-Employer Benefit Funds.

- Experience with designing, negotiating, and implementing Health & Welfare Plans is essential.
- Must be proficient in Microsoft Office and Adobe.
- Must be able to work independently and conduct work in a home office environment.
- **WORK ENVIRONMENT**
- The Field Services Representative is currently a remote position with access to the Fund office at 2700 Trumbull, Detroit, MI. The Fund may return to onsite assignments in the future. Travel to client sites is required (up to 25%).

Interested candidates must submit a resume to HiringManager@mctwf.org.