

## Rep, Participant Services

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Company: Northern Trust

Location: Israel

Category: other-general

### About Northern Trust:

Northern Trust, a global company, is a globally recognized, award-winning financial institution that has been in continuous operation since .

Northern Trust is proud to provide innovative financial services and guidance to the world's most successful individuals, families, and institutions by remaining true to our enduring principles of service, expertise, and integrity. With more than 220 years of financial experience and over 22,000 employees, we serve the world's most sophisticated clients using leading technology and exceptional service.

### Major Duties:

- 1 . Responds to daily telephone inquiries and requests from defined contribution plan participants.
- 2 . Demonstrate appropriate call behaviors as outlined by the department.
- 3 . Assists participants with information about distribution options, loan provisions, and eligibility status.
- 4 . Handle participant requests including electronic fund transfers, monthly benefits, rollovers, loans, and tax forms.
- 5 . Responsible for following established guidelines as well as identifying and resolving routine problems.

- 6 . Expected to use some initiative but refer more complex problems to supervisors/experts.
- 7 . Expected to be in compliance with risk management.
- 8 . Process BPS participant maintenance queues (address changes, tax elections, electronic deposit changes) accurately and within department guidelines.
- 9 . Facilitates administrative tasks as needed.

### **Knowledge:**

Knowledge of the company products or client servicing usually acquired through training programs or experience is required to support products for the participants.

Analytical and organizational skills are required to research and resolve inquiries and manage conflicting priorities and workflow.

Communication skills are required to respond to daily requests for information from plan documents. Experience: Entry-level position with prior client service or related experience preferred.

### **Working with Us:**

██████████ partner, greater achievements await. You will be part of a flexible and collaborative work culture in an organization where financial strength and stability is an asset that emboldens us to explore new ideas.

Movement within the organization is encouraged, senior leaders are accessible, and you can take pride in working for a company committed to assisting the communities we serve! Join a workplace with a greater purpose.

We'd love to learn more about how your interests and experience could be a fit with one of the world's most admired and sustainable companies! Build your career with us and apply today.

#MadeForGreater

### **Reasonable accommodation**

██████████ working with and providing reasonable accommodations to individuals with disabilities. If you need a reasonable accommodation for any part of the employment process, please email our HR Service Center at .

We hope you're excited about the role and the opportunity to work with us. We value an

inclusive workplace and understand flexibility means different things to different people. Apply today and talk to us about your flexible working requirements and together we can achieve greater.

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#### Cross References and Citations:

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