

Work Location: Great Bend, KS

We are seeking an uncommon professional to join our team as an Operations Generalist II.

At CUNA Mutual Retirement Solutions, it is our mission to recognize the powerful human story of the service and accomplishments of hard-working Americans, and help them meet their challenge in achieving a secure retirement. For more than fifty years, we have been a leading provider of qualified and nonqualified retirement solutions that delivers service excellence and customer-focused, best-in-class products. With nearly \$17 billion assets under administration and over 6,900 retirement plans in place, we're helping more than 330,000 hard-working Americans save for the future. Our products, tools and resources work together to help achieve better employee outcomes that are measured at the plan and participant levels. Visit us at [cunamutualrs.com](http://cunamutualrs.com)

As part of the CUNA Mutual Retirement Solutions team, this position works with advisors and external parties to process change related work to retirement plans. In addition to processing changes with our internal software systems, this position will work with customers via phone and email, providing answers to questions and researching answers when needed.

#### Job Purpose:

Working with a limited degree of supervision, the Operations Generalist II serves as a supporting Subject Matter Expert in one or more Operations areas: Policy issues/questions, Billing and Collections, Transaction Processing, Plan Administration, Fund Management Support, Plan Distribution/Documentation support, and/or other core Operations business areas. This role may serve as a trainer to less experienced employees and may develop documentation for assigned business area products. This position serves as a Subject Matter Expert (SME) on Operations Products, Systems, and Processes.

#### General Profile:

- Developed knowledge and skills through formal training or work experience
- Works within established procedures with a moderate degree of supervision, watching for opportunities to improve procedures

- Manages own workload
- Recognizes and solves typical problems that can occur in own work area without supervisory approval
- Evaluates and selects solutions from established options
- Impacts team through the quality of the services or information provided; follows standardized procedures and practices and receives regular but moderate supervision and guidance
- Uses communication skills to exchange information

#### Job Responsibilities:

- Make decisions around, and processes, complex service requests and system transactions based on the customer request and in accordance to business and regulatory rules
- Communicate with customer and/or representative, providing options and taking the necessary action
- Conduct research on files that require in-depth study and analysis
- Serve as product resource for internal departments of the organization
- Provide product and system training

#### Job Requirements:

- 1.Associates Degree or applicable experience
- 2.2-3 years of related experience
- 3.In-depth knowledge of insurance and investment products and their provisions
- 4.Strong problem solving and analytical skills related to complex contract changes, calculations, and research
- 5.Strong written/verbal communication skills
- 6.Strong experience in Microsoft Office Suite and general computer skills

CUNA Mutual Retirement Solutions is a part of CUNA Mutual Group based in Madison, WI which has provided financial services to credit unions and their members since 1935.

Along with an excellent benefits package, our staff is engaged, rewarded for performance, and encouraged to grow professionally and personally. Our future is driven by our people, and our people are driven to deliver value through innovation, involvement and determination. If you want to be recognized for your results and empowered to reach your potential, we urge you to apply.

In return for your skills and contributions, we offer highly competitive compensation and benefit packages, significant professional growth, and the opportunity to win and be rewarded.