

LABOR TRUST SERVICES, INC.
POSITION DESCRIPTION FORM

Range No:	1103
Date:	January 2012

I. POSITION TITLE: RETIREMENT REPRESENTATIVE - TRAINEE

II. PRIMARY DUTIES:

1. Under direct supervision of the Pension Department Assistant Manager and/or Lead or Senior Pension Representative. Individual is in a training capacity to determine suitability for retirement work. Involved in a variety of routine and semi-routine duties.
2. Demonstrates continuous learning improvement and the ability to handle an increased workload.
3. Must show desire and ability to perform duties as described in the position titled "Retirement Representative".

III. SECONDARY DUTIES:

1. Performs other duties as assigned.

IV. MINIMUM JOB QUALIFICATIONS:

Education:	Two (2) years of college preferred and/ or sufficient educational background and related training.
Keyboarding Required:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> WPM 65-70
PC Experience Required:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> (Microsoft Office Software)
Previous Experience Required:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Three (3-4) years of general office experience.

V. COMMENTS - Additional qualifications include:

1. Professional appearance with excellent verbal communication skills required.
2. Requires excellent skills in grammar, letter composition, punctuation and other related office skills.
3. Additional qualifications include a working knowledge of miscellaneous office equipment.
4. Demonstrates initiative along with good concentration, attention to detail and problem solving abilities; along with organizational skills and the ability to multi-task.
5. Maintain a positive mental attitude under demanding and/or stressful situations.
6. Excellent telephone manners.
7. Progressive position with re-classification to "Retirement Representative" commensurate with ability to perform as described by that position title.