



Document Management Associate, MidAmerica

MidAmerica

MidAmerica is one of the nation's leading providers and administrators of retirement and other tax-advantaged benefit plans for government and education employers throughout the US. The company provides innovative employee benefit programs for over a million educators and other public-sector employees and 2,200 plan sponsors across the country and has assets under management exceeding \$1 billion. Originally formed in 1995, MidAmerica's core business includes Health Reimbursement Arrangements (HRA), Flexible Spending Accounts (FSA), Social Security Alternative and Special Pay programs (tax-advantaged vacation and sick pay plans for governmental employers), Trusts (for public employer-sponsored healthcare plans that keep healthcare liability off the books), and ACA Compliance Reviews. The company sells and distributes its products and services through a distribution network of insurance brokers that primarily sell into the public sector.

Position Overview

Reporting to the Document Management Senior of this growing financial services company, the Document Management Associate is primarily responsible for supporting the Document Management group by delivering world class service to internal and external clients of MidAmerica. The ability to work in a fast-paced and deadline driven environment is essential.

The incumbent must have the knowledge and skills to successfully support the Document Management team. This position receives and handles all correspondence and mail center activities ensuring timely delivery of various documents and packages.

The successful candidate will possess the ability to troubleshoot internal and external technology platforms, escalating to the Senior when needed. The Document Management Associate will provide the necessary tools and reports to assist the Document Management Manager with data accuracy including reaching out to participants and school districts to ensure information is correct and to assist in the creation of professional communications pieces including presentations, meeting notes, department organizational charts, and various e-mails to internal and external parties on behalf of the Document Management Team.

Responsibilities:

- Coordinate work tasks received by the Document Management Team with appropriate staff
- Process all incoming and outgoing mail
- Sorting, filing, packaging and processing shipments for delivery to multiple locations
- Orders paper, envelopes, toner and other supplies as directed by the Document Management Manager
- Makes daily runs to the Post Office to ensure timely delivery of outgoing correspondence
- Liaises with other departments to ensure statements, contributions, distributions and other time-sensitive documentation is processed accurately and according to service level agreements
- Handle inquiries for the Document Management team



- Ensure data is accurate for participants and school districts
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the business
- Deliver exceptional on-demand client support for clients and partners which results in fanatical support of MidAmerica
- Ability to provide extremely professional and articulate written and verbal communication
- Must routinely meet daily, weekly, and monthly deadlines
- Maintain a pleasant, patient, and friendly attitude

Qualifications

- High School Diploma
- Strong analytical, communication, and evaluation skills
- Minimum 12,000 accurate KPH
- Experience working in a fast-paced, high volume environment
- Ability to work independently and collaboratively with team members
- Proficient in Microsoft Office Suites, specifically Outlook, Word, and Excel and the willingness to learn new systems as required
- Regular attendance is required
- Detail oriented
- Retirement industry experience preferred
- Valid drivers' license
- Must have superior organizational skills, the ability to multi-task, prioritize and work in a team environment

Essential Physical Requirements:

- Ability to read, analyze and interpret written information such as procedure manuals, Company communications or governmental regulations.
- Ability to frequently use hands to use keyboard and mouse, handle papers, and write.
- Ability to uphold the stress of traveling, which may be required to attend off-site training, meetings and seminars.
- While performing the duties of this job, the employee is regularly required to stand, sit for prolonged periods of time which may be restricted to the employee's workstation, talk and hear
- Specific vision abilities required by this job include close vision requirements due to substantial amount of computer work
- Light to moderate lifting is required, up to 20 lbs.
- Regular, predictable attendance is required

Location

The position is based at the company's office in Lakeland, Florida.

Contact

Interested? Contact MidAmerica (Careers@mymidamerica.com) to apply.