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BD Careers

Total Rewards Retirement Specialist

USA TX - San Antonio

Posted 6 Days Ago

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Full time

R-354395

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About Us



Job Description Summary

Job Description

The retirement specialist reports to the North Americas Associate Service Center (NAASC) Total Rewards Supervisor, Shared Services. The specialist is responsible for the planning, organizing, and coordinating the service delivery of the retirement programs, to ensure a positive customer experience. The specialist is expected to gain in-depth knowledge and stay apprised of BD's retirement programs and policies. The retirement specialist will utilize discretion in decision-making and being a subject matter expert in the administration of the retirement programs for North America Operations. The retirement specialist supports the Customer Interaction Center (CIC) or Tier 1 in developing and updating call scripts and managing Tier 2 inquiries. The position provides expertise and is a point of contact cross functionally within ASC, in partnership with the Retirement Program Center of Excellence (CoE).

This position will enjoy a flexible schedule of work-from-home two days a week and in-the-office three days a week

Key Responsibilities

- Collaborates with internal/external resources to support the administration of the Company's Defined Contribution plans (qualified and non-qualified) and other Defined Benefit plans as required. Works directly with outside vendors on daily transactions, special projects and issue resolution. Document and maintain key processes, procedures and guides for retirement benefit plans administration.

BD is a leading global medical technology company that creates medical technology, devices and laboratory equipment for a variety of needs across the healthcare continuum. At BD, we are looking for candidates who possess passion, innovative solutions and a commitment to our one mission of improving access to groundbreaking medical and biotechnology services for people near and far, delivering state-of-the-art technology and cutting-edge research in the battle to fight and cure infectious diseases. With a global reach that extends across 50 countries worldwide, our network of professionals collaborates on effective measures to deliver enhanced patient quality such as lower health care delivery costs, improved health care and safety, and expanded health care for all. Join our company and see how you can become a part of one global mission to make a difference in human health.

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- Supports and responds to internal/external plan audits including but not limited to nondiscrimination testing for Defined Contribution plans.
- Assist with the maintenance of summary plan descriptions, legal plan documents, plan amendments, presentations, participant guides, and employee plan communication for call scripts.
- Serves as the subject matter expert for the retirement programs, policies and processes in support of issue resolution.
- Manages the vendor partnership to include operational regular meetings, day to day inquiries from vendors in support of compliance with plan documents and regulations, SLA, and overall contract agreements.
- Processes contributions for Defined Contribution plans to ensure payroll deductions and participant data files are validated, reconciled and processed as required using Fidelity, SAP, and other systems. Accountable for working with Payroll, Treasury and Finance to ensure timely and accurate retirement plan funding for Defined Contribution files.
- Identify and recommend methods to update, simplify and enhance processes, procedures and technologies. Lead or participate in continuous improvement initiatives to ensure services are effectively delivered.
- Research and provide CIC tier 1 with technical tier 2 support and guidance on the retirement programs and processes (respond to and resolve increasingly complex issues).
- Partners and collaborates with the Retirement CoE for effective delivery of the programs. Act in a consultative and project management role to CoE to define and implement program delivery. Identify process and systems implications of, and solutions to, new or modified programs and policies.
- Research and manages employee, manager, and human resources business partner (HRBP) questions and escalations through the case management tool.

Employer. We do not unlawfully discriminate on the basis of race, color, religion, age, sex, creed, national origin, ancestry, citizenship status, marital or domestic or civil union status, familial status, affectional or sexual orientation, gender identity or expression, genetics, disability, military eligibility or veteran status.

Educational Qualifications & Previous Experience

- Bachelor's Degree with a professional HR/Business Administration qualification or Diploma with equivalent working experience
- Previous experience in the operation and administration of Retirement Program
- Minimum of 3 years' experience in Retirement Program administration and preferred in a mid/large size Global organization. Experience in administering more than 1 retirement plan.
- Specific experience with vendor management of large and highly complex retirement plans preferred.

Preferred:

- Certified Employee Benefits Specialist (CEBS) or Certified Benefits Professional (CBP)
- Professional of Human Resources (PHR/SPHR) Certification

- Six Sigma or Lean Management Certification

Knowledge, Skills & Abilities

- Knowledge of retirement program administration and compliance. Knowledge of IRS, ERISA, and DOL, regulations
- Ability to pay close attention to details and use time effectively
- Excellent oral and written communication skills with the ability to independently compose routine written communications
- Proficient in retirement program end to end processing
- Fidelity PSW experience is desirable
- Workday and SAP experience is desirable
- Proficient in Microsoft Office including Excel, Word, Power Point, and Outlook
- Strong attention to detail and the ability to use that information to represent the service center to the CoE using influence and persuasion to ensure process considerations are accounted for in new or modified programs and policies
- Strong problem solving and analytical ability

Applicable Operational Languages

- English Expert proficiency in English, with at least one other language preferred

#LI-GA

Primary Work Location

USA TX - San Antonio

Additional Locations

Work Shift

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