



## **Position Description**

**Position Title:** Collection Agency Assistant Manager  
**Department:** North Atlantic States Carpenters Central Collection Agency  
**Reports To:** Senior Agency Manager  
**FLSA Status:** Exempt  
**Location:** Wilmington, MA

### **SUMMARY:**

The North Atlantic States Carpenters Benefit Funds (NASCBF) is responsible for the benefit plan operation for Massachusetts, Connecticut, Rhode Island, Maine, New Hampshire, Vermont, and New York. We support approximately 24,000 active members and 22,000 retirees. The Funds administer three retirement plans, a self-insured/self-administered health plan, and a vacation savings plan.

The Collection Agency Assistant Manager will work closely with and provide direction to the Accounts Receivable Analysts, including fulfilling such operational duties for part of each day. This individual is responsible for assisting in the management and activities of the collections department staff and general operations, overseeing the employer remittance processes (electronic and manual), along with the administration and maintenance of collections policies and procedures.

Responsibilities include supervising accounts receivable/collections clerks, internal and external payroll auditors, data entry clerks, and administrative staff, as well as interacting with the Pension & Annuity, Health, Technology, and Accounting Department Managers, Employers, Plan Participants, Attorneys, and other service providers.

### **RESPONSIBILITIES:**

- Assist in the management of a department of 15 people (additional offices in Hamden, CT and various locations in New York State); holding periodic update meetings, delegation of work and continuous monitoring of staff for efficiency in the accounts receivables process.
- Oversee and assist Staff and Employers in the use of the contribution remittance application (Electronic Benefit Receipts).
- Administer and enforce accounts receivable and collections policies and procedures to effectively collect annual receivables valued in excess of \$500 Million.
- Develop strategies with Senior Collections Manager, Fund Counsel, and the North Atlantic States Regional Council of Carpenters (NASRCC - Chief Operating Officer) to reduce and/or limit employer delinquencies limiting the Funds' exposure to losses and assist in developing and creating control procedures.
- Regular interaction with NASRCC Representatives and Organizers related to employer accounts and members benefit issues. Acts as a resource for special projects, providing reports on employers and members.

- Assist in overseeing rate maintenance with multiple fringe benefit packages for
- several collective bargaining agreements involving periodic updates to the total Carpenter wage and fringe benefit 'package' and the specific contribution to each of the funds.
- Oversee the payroll audit process to ensure that a three-year audit rotation of the 2,000 signatory companies is completed regularly. Current staff includes an Internal Payroll auditor and two external payroll audit firms who are assigned audits
- Work with Fund Counsel to develop or enhance various collection policies as well as to assist in legal matters i.e. Bankruptcy's filings, litigation, lien or bond claims, and delinquent payments.
- Negotiate settlement agreements based on expectations and the Employer's financial abilities; establish and monitor payment schedules for delinquent contractors as needed in coordination with Fund Counsel.
- Adhere to all NASCBF Policies, Procedures, and Standards of Conduct.
- Reports to the appropriate manager(s) any known or suspected of violations of policies and procedures, regulations, or standards of conduct.
- Other duties as assigned.

#### **REQUIREMENTS:**

- Bachelor's degree in business administration management, Accounting, or Technology. Comparable work experience may be considered in lieu of formal education.
- Five years of experience in a construction benefits environment or commercial collections.
- Previous management experience, strong decision-making, and interpersonal skills.
- Strong written and oral communication and negotiating skills
- Strong commitment to customer service
- Proficient in Excel, Outlook and MS Word. Experience with proprietary computer systems a plus.
- Union benefits knowledge desired.
- Familiarity supervising a union staff.
- Bilingual ability considered a plus

#### **BENEFITS:**

The North Atlantic States Carpenters Benefit Funds provides a robust benefits package, including medical, dental, vision, life, and disability insurance. We also offer paid holidays, vacation, PTO, and two retirement plans. At NASCBF, our employees benefit from a shorter 37.5-hour work week, a healthy work-life balance, and consistently engaging work.

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