



**Aon Hewitt Defined Benefit Center of Excellence Benefits Operations Administrator
Position Opening in Lincolnshire, IL**

Aon Hewitt is the global leader in human capital consulting and outsourcing solutions. The company partners with organizations to solve their most complex benefits, talent and related financial challenges, and improve business performance. Aon Hewitt designs, implements, communicates and administers a wide range of human capital, retirement, investment management, health care, compensation and talent management strategies. With more than 29,000 professionals in 90 countries, Aon Hewitt makes the world a better place to work for clients and their employees. For more information on Aon Hewitt, please visit www.aonhewitt.com.

A Benefits Operations Administrator (BOA) working within the Center of Excellence (COE) is responsible for delivering timely and accurate results for the non-automated pension calculations and associated processes for one to several of our largest Benefits outsourcing clients. There is a strong emphasis on quality and timeliness of work performed. In addition, the analyst works closely with the Benefits Operations Manager (BOM) to streamline, automate, and/or standardize the group's processes.

Required Skills:

A BOA must have a track record for strong learning agility and versatile communication skills to succeed in this fast-paced, multitasking environment. Because pension calculations are a large part of the day to day responsibilities, BOAs will be expected to have a mathematical aptitude, be able to use MS Excel spreadsheets, have an acute eye for detail, and a "first-time" quality mindset. Finally, a BOA will be expected to work independently while analyzing and researching their assigned tasks as well as contribute to the goals and targets of the team.

Primary Tools:

MS Excel, Plan Requirements, Plan Documents, and proprietary Hewitt tools (IIRS, Workflow, TBA, Maestro, Workbench).

Skills Developed as a BOA:

Defined Benefit (DB) domain knowledge, complex pension calculation experience, process development and improvement, ability to work with virtual associates, issue resolution, teamwork, and coaching of others.

Day to Day Responsibilities:

The day to day responsibilities for a BOA working within the Centralized DB Administration Team can be described in three key areas:

- Analysis, Research, and Execution of Tasks - The BOA will have a queue of tasks to complete each day that will be measured for timeliness and quality. Various tools (eg. excel), systems (e.g. TBA, IIRS, Workflow), and documents (e.g. client plan requirements, SOPs) will be used in order to complete the assigned tasks. Some tasks will require working with peers, the BOM, or the client team in order to complete the task.
- Creation/Improvement of Processes - The BOA will identify process improvement opportunities by identifying issues, processing delays, trends, and barriers to quality and/or timeliness. We expect the BOA to work with the BOM to create to best-in-class process improvements that will generate higher quality, mitigate the risk for error, create capacity, and improve the team's productivity.
- Individual Skill Building - The BOA will continuously grow DB domain knowledge as well as their knowledge of different types of calculations across a book of clients and their plans. This is accomplished via structured learning, adhoc on-line/virtual courses, and/or side-by-side coaching.

Required skills:

- MS Office - Excel
- Analytical / reasonability skillset / researching
- Multitasking / time management
- Mathematics aptitude
- Communication skills / consulting with client teams
- Teamwork - team and individual targets
- Process improvements
- Working independently
- Learning agility
- Quality mindset

All positions require an applicant who has accepted an offer to undergo a background check. The checks run are based on the nature of the position. Background checks may include some or all of the following: SSN/SIN validation, education verification, employment verification, criminal check, search against global sanctions and government watch lists, fingerprint verification, credit check, and/or drug test. By applying for a position with Aon Hewitt, you understand that you will be required to undergo a background check should you be made an offer. You also understand that the offer is contingent upon successful completion of the background check and results consistent with Aon Hewitt's employment policies. You will be notified during the hiring process which checks are required by the position.

Aon Hewitt is an Equal Opportunity Employer Committed to Diversity, M/F/D/V

If you are interested in this position, please email your resume to Carol Piggot at carol.piggot@aonhewitt.com.