

NORTH AMERICAN DIVISION

JOB OPPORTUNITY

Applications for the job listed below will be accepted from the time of posting from **NORTH AMERICAN DIVISION** employees **WITH AT LEAST ONE YEAR OF SERVICE IN THEIR CURRENT POSITIONS.**

TITLE OF JOB: Quality Assurance and SHARP Eligibility Specialist

DEPARTMENT: Retirement (NAD-RET)

SUPERVISORS: Associate Administrator

CLASSIFICATION: Full-Time / Exempt

REMUNERATION RANGE / ANNUAL SALARY: 84% - 96% / \$82,882.88 - \$94,574.72

BENEFITS: Healthcare, flexible spending accounts (FSA), life insurance, long-term disability, retirement, continuing education, student loan repayments, moving/relocation assistance, tuition assistance for students who attend Adventist schools, paid time off for holidays, along with paid vacation and sick leave.

LOCATION: Columbia, MD—On-site/In-office at the NAD Headquarters

NOTE: This position is not eligible for any type of regular remote or teleworking arrangement. For candidates living outside of the MD geographical area, relocation is required.

POSITION SUMMARY: This position, Quality Assurance and SHARP Eligibility Specialist, is a ministry and its sole purpose is to advance the mission of the North American Division of Seventh-day Adventists. In addition, this ministry and position and all of its functions require the ability to support the mission and objectives of the North American Division by providing professional-level administrative and/or technical support within the Retirement Department. The role collaborates with departmental staff, NAD entities, and other partners to ensure effective coordination, implementation, and communication of assigned responsibilities. Performs quality assurance reviews of retirement benefit transactions, maintains assigned retirement records and annual program updates, and supports SHARP eligibility processes in accordance with established retirement policies and procedures. The position maintains alignment with church policy, organizational values, and established procedures across the NAD territory.

AUTHORITY, ACCOUNTABILITY: Authority as delegated by the Associate Administrator or designated supervisor. Work is performed with limited supervision. Assignments are performed essentially independently, requiring the employee to exercise judgment in selecting and applying established procedures correctly. Within delegated authority, the employee interprets and applies established policy and provides direction to staff as appropriate. Accountable to the Associate Administrator for the quality and timeliness of work performed in support of departmental operations.

ESSENTIAL JOB FUNCTIONS:

- Conducts systematic quality assurance reviews of a random sampling of five transactions for each Benefit Assistant during each 90-day period of the calendar year, ensuring transactions completed within one year of the posted date.
- Interprets retirement Z policy provisions and proper use of the Benefits Calculator for the quality assurance review.
- Ensures consistent policy interpretation for Benefit Assistant and SHARP Assistant in processing a retirement application as found in the Defined Benefit Z policy and SHARP policy.
- Promotes consistent interpretation and application of retirement and SHARP policies throughout the department by identifying variations in practice, communicating appropriate policy interpretations, and providing guidance and instruction to staff as necessary.

- Advises management and the Associate Administrator regarding Defined Benefit Plan and SHARP Plan policies that are unclear, outdated, or require clarification.
- Provides the Assistant Administrator and Associate Administrator with a report on each Benefit Assistant's quality assurance review score.
- Maintains the annual currency and exchange rate updates for payment of North American Division retirement benefits by Foreign Divisions and for Canadian and Bermuda retirees.
- Completes the required annual updates by January 30 for retiree files using the payroll-maintained list of North American Division retirees paid by other divisions.
- Maintains the Accrued Pension Supplement (APS) table and verifies that it matches the Benefits and Benefits Calculator programs. Performs this annual update annually in January.
- Independently coordinates the appropriate policy benefit factors with the Canadian Retirement Plan Associate Administrator regarding service analysis, service credit and APS payment rules for employees with service in both plans.
- Instructs the Benefit Assistant on corrections needed in the Benefits program.
- Provides the APS documentation to the Canadian Retirement Plan and the North American Division Treasurer upon request.
- Processes new retirement applications for SHARP eligibility of church and hospital service using established SHARP policies and protocols. This includes conducting an in-depth evaluation of service records and related documentation, analyzing applicable supporting data, exercising independent professional judgment, and interpreting and implementing established eligibility policies to make eligibility determinations.
- Enters SHARP and Medicare Part B reimbursement eligibility into the Benefits program weekly, thereby populating the SHARP queue.
- Processes new SHARP eligibility applications within 10 days of receipt.
- Maintains established timelines of SHARP protocols for the Medicare Special Enrollment parameters and within the Alight Retiree Health Solutions weekly file guidelines.
- Interacts directly with SHARP Assistant Administrator and SHARP Assistant to supervise functions that are subject to deadlines and policy.
- Provides directions and instructions to the SHARP Assistant regarding SHARP policy application.
- Provides instruction to employer HR teams within the NAD territory regarding SHARP policy interpretation and application to complete new retirement application.
- Contacts employers and employees for missing or incomplete documentation required for processing the SHARP eligibility.
- Performs other duties as assigned by supervisor.

EDUCATION/EXPERIENCE/CREDENTIALS: A Bachelor's degree (BA/BS) in Office Administration, Business Administration, or a related field is required. Appropriate successful work experience may be acceptable in lieu of scholastic requirements.

A minimum of three (3) years of professional experience is required, with denominational experience preferred. Must demonstrate the ability to perform specialized or technical tasks relevant to the assigned role.

KNOWLEDGE AND SKILL: Knowledge of principles, policies, and beliefs of the North American Division and the Seventh-day Adventist Church. Ability to organize, prioritize, and communicate effectively. Strong interpersonal skills to establish and maintain effective working relationships. Must demonstrate professionalism, discretion, and sound judgment in performing assigned responsibilities.

Knowledge of retirement benefit administration, quality assurance processes, retirement plan provisions, eligibility verification, financial recordkeeping, and data analysis. Ability to review detailed retirement transactions for accuracy, interpret retirement policies, prepare reports, maintain confidential information, and effectively utilize Microsoft Office applications, the Benefits Calculator, Laserfiche, and other department-specific systems.

Requires proficiency with standard office software applications and the ability to learn and use specialized systems or tools applicable to departmental operations. Must demonstrate accuracy, efficiency, and reliability in completing assigned responsibilities.

CONTACTS, ORGANIZATIONAL RELATIONSHIPS: Contacts with departmental staff, NAD employees, and external stakeholders as necessary to carry out assigned responsibilities. Requires the ability to establish and maintain effective working relationships and to represent the department and the North American Division in a professional and Christian manner. This ministry serves as a religious witness. Thus the holder of this position is expected to exhibit Christ like behavior and reflect Him in all that they do. Individual must remain functional and be able to perform under pressure and exhibit courtesy, diplomacy, and kindness at all times, both in person, on the telephone, and in written communications.

PHYSICAL REQUIREMENTS: Must be able to read, speak, and hear. Must be able to effectively communicate both orally and in writing. Inasmuch as the incumbent is an exempt employee, when they are not traveling, it is expected that the individual will work the hours required to complete assignments (i.e., no less than 38 hours per week in the office building including the core hours referenced in the NAD Employee Handbook). Any adjusted work schedules supported by supervisors should ensure availability to work core hours in the office building.

Travel expectations may be low, depending on departmental needs. Some standing, walking, bending, or carrying light items may be required.

WORKING CONDITIONS: Essential responsibilities are performed in a sedentary and comfortable manner. Tasks are performed under normal office conditions with minimal physical discomfort. Work area is well lit and ventilated. Position may require occasional standing, walking, bending, or lifting of materials. Any travel is authorized by the supervisor and conducted according to NAD policy.

AT-WILL EMPLOYMENT:

Employment with the North American Division is at-will. This means that either you or the North American Division may terminate the employment relationship at any time, with or without cause or notice, as long as it is not in violation of applicable federal or state laws.

If interested in the above position please visit our site [CLICK HERE](#) to complete a NAD Employment Application. Or send email to jobs@nadadventist.org and follow instructions from response email.

This position will remain available until filled.

Posted:

September 23, 2026