



## Plan Document Team Lead

### Job Description

#### Basic function

The Plan Document Team Lead is primarily responsible for the communication and satisfaction of servicing MAP Retirement clients. The single most important aspect for success of a Plan Document Team Lead is pro-active, responsive communication with all internal & external clients. They must directly communicate with internal and external client utilizing Teams phone/virtual calls, other virtual options as they are presented, or email based on preference. Active communication setting clear, explicit expectations is an essential skill to meet and exceed service expectations.

The Plan Document Team Lead is responsible for performing and adhering to the Plan Document team compliance with all MAP Retirement processes and procedures, use of internal systems: PensionPro, FT Williams and Pipeline. The Plan Document Team Lead will work with their group to ensure accurate and timely completion of incoming requests. This will ensure all internal/external client requests are completed within the department standards set in place by the Director of Plan Documents.

#### Reporting relationships

- Direct report to Managing Partner, Chad Carroll
- May take direction from Managing Partner(s) and Senior Management
- Functions side-by-side with other Plan Document Specialists, as peers

#### Authority

- Assures client satisfaction is achieved by completing all Plan Documents requests meeting the MAP Retirement standards
- Responsible for quality review, accurate and timely processing of all Plan Document requests
- Provide status of pending and completed work on the weekly Leadership meeting

#### Responsibility / Accountability

- Primary contact for internal clients, Financial Advisor, and investment company to include timely response to all inquiries, via Teams phone/virtual and/or email
- Handle escalation for resolution from Team members
- Assures MAP Retirements quality standards are maintained for all business assigned
- Ensures Internal/External Clients receive the proper service regarding through appropriate management
- Increase Industry knowledge by attending webinars, virtual trainings, certifications and/or obtaining designations as presented by either Direct Manager, Managing Partner, or Senior Management Team.
- Participate in all team and direct manager meetings



## Principle Duties

- Assign to the Plan Document Specialists and/or Team Lead all PensionPro requests for startup, new plan, amendments, and restatements of plan documents
- Ensure same day/ one day turnaround or Maximum completion date based on date assigned to Plan Document team:
  - Startup Plans three-day completion
  - Takeover Plan five-day completion
  - Amendments or restatements five-day completion
- Collaborate with the Director of New Business and Account Management to ensure Plan Document Specialists response time are within MAP's client service & priority level
- Cover team members assigned work when out of the office
- Acquire direction only from the New Business Team regarding New Business Plan document requests; By no means should you take direction from an Advisor or Sales Personnel
- Responsible to assign the Quality Review of the Plan Document Specialists work to ensure accuracy and is within compliance based on the IRS regulations in place
- Coordinate additional training required of the Plan Document Specialists
- Grow efficiencies between client and team responses to improve service levels within the team
- Identify & recommend plan process enhancements to the Director of Plan Documents
- Participate in team meetings, compliance and/or efficiency projects as requested

First and foremost, it is the responsibility of all team members to make sure that MAP clients and advisors are provided a high level of service and are satisfied with what is provided from our organization. Team members may regularly be asked to assist with items that may fall outside of their core responsibilities to meet and exceed client/advisor satisfaction.

The Plan Document Team Lead must be a good communicator, display a positive "can do" attitude, and can multi-task, be patient, and work well on both routine & non-routine activities. They must be an outstanding time and people manager, can work strategically thinking through issues and tactically by executing activities. They need to work independently, as a team player.