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## Retirement Specialist II-FSA - #221795

 Help

Job Area: Customer Service

Business Area: Pension

Location: IA - Cedar Falls

Career Category: Recent College Graduate, Experienced Professional

Full/Part Time: Full-Time

Regular/Temporary: Regular

Date Posted: 05/09/2018

# Responsibilities:

## Hiring Class starting in July

It's not what we do...It's who we are.

At Principal®, every role supports a greater purpose—to give real people an edge in planning and protecting their financial lives. After more than 130 years of service, we've never had a more vibrant and dynamic global team united in our purpose.

Through community involvement, innovative financial solutions and dedication to career development, we make a difference in millions of lives every day, including our employees'.

### **Responsibilities:**

As a Retirement Specialist, you will educate and assist 401K participants by answering inbound phone inquiries about their retirement accounts and help them take action to prepare for retirement. In this fast paced, high energy environment, helping people is not only rewarding, but our number one priority!

Through our comprehensive training program, you will acquire valuable industry knowledge and receive development opportunities specific to your career objectives.

### **The Principal way...**

Our team has created a customer first and employee empowered culture – AND we have fun doing it. If you want to use your skills and experience in an environment where you can make a difference, we want to hear from you! Come experience a collaborative work culture with great workplace perks:

- **Competitive pay, great benefits and vacation time.** Benefits including medical, dental, vision, life insurance, 401(k) with company match and cash pension plan.
- **Casual Dress.**
- **Work from home opportunities.**
- **Free Parking.**

## Qualifications:

### Education & Work Experience:

- Associates or Bachelor's degree preferred or 2+ year's customer service experience required.
- **FINRA Series 6 licensing will be required within the first 6 months.**

### Skills & Knowledge:

- Strong communication and customer service skills
- Organizational and telephone skills
- Self-motivated individuals who can work well in a team environment
- Ability to multi-task and be detail-oriented
- Ability to maintain strict confidentiality guidelines
- Basic computer skills with ability to efficiently navigate within numerous software and web applications
- Ability to acquire strong knowledge of business unit products, processes and systems

### Work Hours:

The hours of operation for this department are 6:55 am - 9:10pm, Monday - Friday. All qualified individuals must be available for shifts during these timeframes and may be required to work non-traditional hours to meet customer needs. (Shift differential pay will be available for shifts ending at 7:00pm or later and compensated for the entire shift.)

## Employee Referral:

This position has a \$500 referral bonus available. Please click on "Email to a Friend" at the bottom of this page to notify a friend or family member of this opportunity.

## Visa Sponsorship:

This position is not eligible for sponsorship for work authorization by Principal. Therefore, if you will require sponsorship for work authorization now or in the future, we cannot consider your application at this time.

## Call Center:

In this position, you will be responsible for taking inbound calls and must be able to sit for extended periods of time wearing a telephone headset.

## AAEEO:

Principal is an Affirmative Action and Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, gender identity, gender expression, pregnancy, national origin, citizenship status, disability, genetic characteristics, sexual orientation, marital status, domestic partner status, military status, protected veteran status, disability status or any other characteristic protected by law.

## Interview Details:

What's next? Innovation at its finest.

We'll review your application and if you're selected for an interview, you'll receive an invite for an On-Demand Video interview. Haven't done that before, don't worry. We've got all the tips and tricks available to help you be successful. With an On-Demand Video Interview, you can add your own flair and personality – at your pace.

Be sure to check your email frequently. We'll communicate our decisions through the email address used on your online profile. If you receive an email from Principal Talent Team, you've been selected to begin your video interview and have a set time to submit once you log in.

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