

Persona

DC Benefits Administrator



Barbara

"I keep the plan running smoothly."

Barbara works in the Benefits department of a mid-sized manufacturing company, where she is responsible for administering the company's 401(k) plan. She reports to the Benefits Manager.

Barbara is 28 and has a college degree. She is detail oriented. She has thorough knowledge of her company's 401(k) plan and Vanguard administrative processes, but does not have in-depth knowledge of investments. She phones or e-mails her Account Administrator at Vanguard every day. She also uses the plan sponsor web site every day.

What she does

On a daily basis, Barbara handles requests from plan participants, such as address changes and loan approvals. She distributes forms to participants and answers questions about the plan. (Although participants are supposed to call Vanguard with questions, many of them prefer to go to Barbara.) If a participant has an issue that needs to be escalated to Vanguard, Barbara calls or e-mails her Account Administrator.

Every two weeks, Barbara prepares file feeds and transmits them to Vanguard. She makes sure that Vanguard receives the files and processes them correctly, and she works with Vanguard to correct any processing errors. She also makes sure that her company's HR database is kept up to date with data changes initiated by Vanguard (such as address changes initiated by Participant Services).

She reviews monthly plan summary reports on the plan sponsor web site. She helps her boss prepare for quarterly review meetings and annual plan audits. She also helps her boss with special projects—for example, doing research on plan design and coordinating changes to the plan, such as a change in the fund lineup.

Her goals

Barbara would like administration of the plan to be easy and problem-free. From Vanguard she expects reliably accurate data and timely resolution of issues. She wants to offer high quality service to her plan participants—because if the participants are happy, so is her boss, and so is she.