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ALERT

Effective January 25, 2024, Executive Order #627 cements the Commonwealth's well-established practice of skills-based hiring, paving the way to a more equitable hiring process. The Commonwealth is committed to ensuring a diverse and inclusive workplace where all employees feel respected, valued, and empowered to serve our citizens. Join us today!

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Job Description

Benefit Calculation Support Analyst-Springfield - (240004TY) Description

Office of the Massachusetts State Treasurer and Receiver General (“Treasury”)

Our mission is to manage and safeguard the State's public deposits and investments through sound business practices for the exclusive benefits of our citizens, and perform these duties with integrity, excellence, and leadership. Additionally, we strive to provide economic opportunity, stability, and security for every Massachusetts resident.

We are committed to excellence in recruiting, hiring, and retaining diverse and qualified individuals. We value the culture of diversity and professionalism in the workplace, and strongly believe that our workforce should reflect our community.

<https://www.surveymonkey.com/r/FM68GFV>

Purpose of the Job:

The Massachusetts State Retirement Board (MSRB) administers a defined benefit pension plan for eligible Commonwealth employees, retirees, and eligible employees from other authorized entities. The Retirement Benefit Administrative Support Analyst provides initial intake and processing of various retirement benefit transactions in support of various units, including the Survivor Benefit Unit and Service Purchase Unit of the MSRB, and assists with department projects as needed.

Essential Functions and Responsibilities:

- Accurately execute data entry of survivor benefit request, service purchase request and other related transactions, obtain additional documents/information as necessary, and conduct requires follow-up to ensure timely completion.
- Perform research related to creditable service, salary, beneficiaries, and retirement contributions to support accurate processing and calculations.
- Provide customer service and respond to inquiries from members and beneficiaries by telephone and in-person.
- Follow up on recovering outstanding fund balances.
- Manage work flow through onBASE electronic content management system
- Ensure data is accurate and complete, coordination with internal departments and contacting various agencies, organizations and constituent groups as necessary.
- Maintain working knowledge of each department and MSRB.
- Develop ability to understand and explain to members the procedures of each department related to applicable transactions.
- Provide support and assistance to the various departments within MSRB.
- Maintain accurate records in the Boards customs software program (MARIS)
- Perform daily scanning and accurate indexing of all incoming and outgoing documentation
- Adhere to Treasury and MSRB employment policies
- Other duties as assigned by Manager and/or Director

Supervisory Responsibilities:

- N/A

Qualifications

Knowledge and Skill:

- Associate's Degree or higher
- Minimum of 2 years of experience in the field of accounting, finance, employee benefits, or payroll processing
- Intermediate to proficient skill level with Microsoft's Office suite of products including Excel, Word, and PowerPoint
- Excellent mathematical skills
- Analytical, focused, highly organized and detail oriented.
- Demonstration of high level of customer service skills and ability to manage high volume workload
- Ability to develop working knowledge of retirement plan rules under Mass General Laws Chapter 32, Board regulations, and policies.
- Self-motivated and ability to remain focused on tasks through completion with the ability to adhere to strict processing deadlines
- Travel as required.

Official Title: Retirement Benefits Assoc.
Primary Location: United States-Massachusetts-Springfield-436 Dwight
Job: Administrative Services
Agency: Off of State Treas & Rec Genrl
Schedule: Full-time
Shift: Day
Job Posting: Apr 23, 2024, 11:19:02 AM
Number of Openings: 1
Salary: 46,154.91 - 53,000.00 Yearly
If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Kerley Aime - 6173679333
Potentially Eligible for a Hybrid Work Schedule: Yes

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