CITY OF MELROSE

Human Resources

Please send a letter of interest and resume to Matt Travers via mtravers@cityofmelrose.org or mail to HR, 562 Main Street, Melrose, MA 02176. The position is open until May 17th, 2023.

City of Melrose is an Equal Opportunity Employer*No Residency Requirement*

One of Mayor Brodeur's priorities is advancing diversity, equity, and inclusion in Melrose by cultivating a workforce where diverse perspectives are valued and where every employee can bring their best and most authentic selves to work. Here in Melrose, we are driven by the value of excellence and believe that everyone deserves the best service and access to resources, regardless of their race, gender identity, religion, ethnicity, physical abilities, age, sexual orientation, veteran status, or personal experience. We embrace employees & candidates from these underrepresented groups to help make this vision a reality.

Title:	Administrative Assistant
Department:	Retirement Board
Supervisor:	Executive Director
Status:	Maximum 24 hours per week, 3 days/week, non-union, benefit eligible
Compensation:	$32.05 per hour, commensurate with experience

Summary: The mission of the Melrose Retirement Board is to provide retirement allowance benefits for retirees while guiding, protecting, and serving the interests of all members, retirees, and their beneficiaries. The Melrose Retirement Board performs all duties and functions in a fiduciary manner solely in the interest of all of the members, retirees and their beneficiaries. Under the general supervision and direction of the Executive Director, the Administrative Assistant will perform recordkeeping, administrative and clerical functions, posting retirement deductions, calculations, and retiree and member customer service. The Retirement Board services and supports all retirees and members, including at times some highly confidential matters. The Administrative Assistant will be responsible for ensuring that information is conveyed in an accurate, timely and efficient manner.

Responsibilities:

- Answer the telephone and make appointments as necessary.
- Maintain, update, and setup new members in the PTG database.
- Coordinate new member enrollment, beneficiary forms, new member, and retiree certificates.
- Manage and reconcile the import of member's earnings and retirement deductions from employer payroll records.
- Prepare and process cash receipts in conjunction with the Treasurer's Office.
- Process refunds, rollovers, buybacks, and retirement calculations as needed.
- Assist monthly retiree payroll as needed.
- Maintain inventory of office supplies.

- Perform photocopying and filing tasks.
- Process letters, memos, and other correspondence.
- Process various transactions in PTG.
- Prepare and post the monthly Board Meeting agenda.
- Assist in the annual budget preparation process.
- Coordinate mailings for elections.
- Coordinate and complete retiree mailings and monthly newsletter.
- Provide quality customer service to all retirees and members.
- Act as support for the Executive Director.
- Respond sensitively and constructively to citizen complaints; provide customer service with tact, courtesy, cultural sensitivity and discretion in all dealings with customers.
- Contribute to creating a collaborative work culture that appreciates diverse perspective and approaches matters with flexibility and cultural relevance.
- Perform other work as directed.

Qualifications:

- Excellent interpersonal, written, and oral communication skills.
- Excellent attention to detail and accuracy.
- Ch. 32 retirement experience preferred.
- Ability to learn a variety of subject matter and communicate it effectively to the public.
- Good organizational and time management skills.
- Strong public relations skills with demonstrated experience providing customer service.
- Intermediate skills in computer and word processing; working knowledge of Microsoft Office Suite applications, including MS Word, Excel, and Publisher. PTG software training will be provided.
- Ability to work independently, establishing own work plan and priorities with minimal supervision, operating within standard procedure.
- A demonstrated ability to work constructively in a professional environment and maintain strict confidentiality is required.
- Demonstrated ability to work effectively with diverse constituencies and ensure a culturally relevant and sensitive approach.
- The position requires adaptability, diverse perspective and the ability to collaborate and appreciate other’s viewpoints.