

Norfolk County Retirement System

Job Posting

Title

Disability Administrator

About NCRS

NCRS is a multi-employer mandatory defined benefit plan, governed under Massachusetts state law, for most full time public employees working within Norfolk County.

Summary of Responsibilities

Under the supervision of the Executive Director and Assistant Executive Director, the Disability Administrator will provide disability retirement counseling to members and process applications for accidental and/or disability retirement. Additionally, as described below, the Disability Administrator will assist in planning monthly retirement board meetings and disseminate materials as necessary for each meeting, will provide secondary coverage for superannuation retirement counseling, and other duties as required by staffing needs.

Primary Responsibilities

Counsel members and process disability retirement applications, which includes, but is not limited to:

- Counsel members regarding disability retirement eligibility, application processing and post retirement regulations.
- Process applications for accidental and/or ordinary disability retirement in accordance with Board and PERAC guidelines, processes and procedures.
- Communicate with members and, when necessary, their attorneys and the Board's attorney regarding processing disability retirement applications.
- Communicate and process applications with PERAC, currently utilizing their software platform Prosper.
- Prepare disability cases for legal review and Board consideration.
- Request, coordinate and prepare disability cases for submission to medical panels.
- Communicate with the Executive Director, the Board, legal counsel and employers concerning disability cases, Board policies, and inquiries from members.
- Prepare and submit cases to the Board and PERAC for approval.
- Schedule investigations and hearings on pending disability cases.
- Receive, copy, and file medical records with appropriate parties.
- Correspond with members, attorneys, and PERAC on Board decisions.
- Obtain payroll information and required paperwork to advance approved disability retirement applications for calculation.
- Coordinate re-examination procedures for disability retirees, if required.
- Prepare required annual salary verifications (91A) for PERAC.

Secondary Responsibilities

- Assist the Executive Director, Assistant Executive Director and the Board in planning monthly Board meeting agendas.
- Post timely monthly Board agendas.
- Prepare and disseminate monthly electronic and, in some cases, hardcopy Board packets.
- Provide additional coverage for superannuation retirement counseling.

Occasional Responsibilities

- Provide support to the front desk as necessary.
- Perform additional duties as requested by the Executive Director or the Assistant Executive Director.

Competencies

- **Action Oriented/Initiative** –Is action oriented for the tasks he/she sees as challenging; seizes opportunities; expresses opinions and initiates ideas; is engaged in the process and is proactive in helping others. Takes a task and completes it independently.
- **Quality/Accuracy/Detailed Oriented** – Continuously looks to improve the quality of processes and services; listens and responds to feedback and suggestions pertaining to quality; is precise and accurate and pays attention to details; double checks work before passing it on, and understands priorities can change and adjusts quickly.
- **Trust/Fosters a Positive Environment** – Builds a strong sense of confidence with others; values the opinions of others; acts with tact and diplomacy.
- **Member/Employer Orientation** – Develops strong trusting relationships with members; counsels members and employers on technical issues; addresses and acts on feedback and delivers results that meet the members' or employer' needs.
- **Communication/Listens to Understand/Conflict Management** – Pays full attention to what the other person is saying; is seen as approachable, confirms full understanding before responding; addresses conflict in an open and trusting manner; avoids assessing blame, and communicates clearly and effectively in writing and in-person.
- **Teamwork** – Works cooperatively with others, makes efforts to include others in the team; encourages all to participate in discussion, contributes to achieve a common objective; makes decisions that benefit the team and assists others when needed.
- **Integrity/Ethics and Values** – Earns others' trust and respect through consistent honesty and professionalism in all interactions.

Qualifications

- Bachelor's degree in related field or equivalent experience.
- At least three (3) years of administrative experience in an office setting.
- Ability to follow instructions and function independently within prescribed deadlines.

- High level of integrity and ability to handle medical records and personal information of our members with respect, dignity and strict confidence.
- Excellent verbal and written skills.
- Ability to work in small office environment.

Preferred Qualifications

- Working knowledge of Massachusetts General Laws Chapter 32 or defined benefit plans
- Ability to use PTG software

Working Conditions

Office setting with:

- Ability to lift up to 15 pounds.
- Ability to perform administrative duties, such as, but not limited to, typing, filing, bending over to low files, reaching for high files.
- Ability to sit for extended time periods.
- Ability to express and exchange ideas by means of written and spoken word.
- Expected to use computer, printer, calculator, telephone, photocopier, fax, scanner and other office equipment as required.

Work Schedule:

Monday through Friday 8:00AM to 4:00PM.

Annual Salary Range

\$52,000 – \$62,000

Application Deadline

Open until filled

To Apply for this Position

Please provide a resume and letter of interest by email to kkb@norfolkcrs.com – email submission must provide job title in the subject matter of the email.