Norfolk County Retirement System
Job Posting

Title
Member Services Administrative Assistant

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 Member Services Administrative Assistant will maintain member annuity savings accounts, process refunds, rollovers and transfers of retirement accounts for approximately 8,100 active members.

Responsibilities
Maintenance of member annuity savings account includes, but is not limited to:

- Communication with payroll clerks from each employer;
- Manual and electronic posting of retirement deductions;
- Deduction balancing on either payroll or monthly basis;
- Reconcile account discrepancies;
- Year-end closing of annuity accounts;
- Preparing annual annuity member statements; and
- When necessary transfer fund to the pension reserve account.

Processing refunds, rollovers and transfers includes, but is not limited to:

- Assisting members with refund/rollover application;
- Determine eligibility for a refund, rollover or transfer;
- Calculating refunds, rollovers or transfers; and
- Issuing payment and documentation for disbursements.

The Members Services Administrative Assistant will act as a liaison between NCRS and unit employers. Support the ongoing transition of manual deduction reporting to electronic reporting. Oversee the implementation of electronic employer reporting through NCRS' website.

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

Qualifications

- Bachelor's degree in related field or equivalent experience
- 1 – 5 years of payroll, accounting or bookkeeping experience
- Ability to follow instructions and function independently within prescribed deadlines
- 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

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

Salary Range

Commensurate with experience.

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.