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ALERT

Effective May 11, 2023, Executive Order #595 requiring Executive Department employees to verify COVID-19 vaccination has been rescinded. Positions posted on this site prior to the date of rescission may continue to contain outdated references to Executive Order #595, please disregard these references following May 11.

Due to Federal and State regulations, positions in certain health care and human services settings may continue to require COVID-19 vaccination or approval for an exemption, as a condition of employment. Finalists for these positions will be provided details about the verification or exemption process. Candidates with questions on vaccination requirements should contact the diversity officer listed on the posting for additional information.

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Job Description

Benefit Calculation QA Analyst-Disbursements - (23000DAW)
Description

About the 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 POSITION

The Massachusetts State Retirement Board (MSRB) administers a defined benefit retirement plan for eligible employees and retirees of the Commonwealth and certain independent entities. The Quality Assurance Analyst for Benefits counsels and provides educational support to members of the State Employees’ Retirement System (“MSERS”) regarding all aspects of available benefits. The Analyst is responsible for the entry, processing, and approval of a range of transactions related to the benefits of member accounts. These transactions include but are not limited to benefit estimates and retirement applications for Group 1, 2, 3, and 4.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- The QA Analyst in addition to the QA responsibilities performs the responsibilities of a benefit calculation analyst and maintains a pending queue of retirement applications and estimates.
- Counsel and provide educational support to members of the State Employees’ Retirement System regarding all aspects of available benefits and related transactions.
- Accurately review and approve a high volume of benefit applications to conclusion on a timely basis, and properly apply plan rules and regulations.
- Respond promptly and accurately to all internal and external member requests in a professional and service friendly manner.
- Respectfully work with manager, other unit staff and MSRB colleagues to ensure high performance level in all unit functions.
- Actively remain current with changes to plan rules and possess ability to explain provisions to members.
- Ensure high quality and quantity of work within established deadlines.
- Analyze, research and input data necessary to properly calculate and determine members’ creditable service, salaries, and related information.
- Develop proficiency with MARIS (benefit application software), OnBase ECM (document scanning) System and demonstrate ability to integrate with daily responsibilities
- Adhere to Treasury and Board human resource and operational policies.

OTHER DUTIES AND RESPONSIBILITIES

- Participate with manager in ad hoc assignments
- Provide feedback to manager on staffs’ performance via discussion, documented feedback, and offer solutions to make improvements.

SUPERVISORY RESPONSIBILITIES

- Under the direction of the manager, train, guide, and provide direction on day-to-day operations.

Qualifications

KNOWLEDGE AND SKILLS

- Excellent communication, inter-personal and organizational skills are required.
- Experience in the field of Massachusetts public employee retirement benefits or comparable field, that includes benefit calculations, disbursements, payroll administration, and/or human resources.
- Associate degree or higher in relevant field of study such as business, math, finance, actuarial science, or related field, or equivalent education / experience
- Knowledge of retirement industry in general and related benefits
- Strong analytical skills and attention to detail
- Ability to develop detailed knowledge of plan rules under M.G.L. c.32
- Ability to manage high volume caseload and member interactions against established operational deadlines
- Ability to work flexible schedule
- Currently proficient in Microsoft Word, Excel, Windows
- Familiarity or prior experience working with electronic document management systems

EDUCATION AND EXPERIENCE PREFERENCES

- Must have a minimum of Associates degree in relevant field of study.
- Bachelor’s degree in relevant field is preferred.
- Must have 3 to 5 years of relevant experience.

Official Title: Benefits Calc QA Analyst
Primary Location: United States-Massachusetts-Boston-1 Winter Street
Job: Administrative Services
Agency: Off of State Treas & Rec Genrl
Schedule: Full-time
Shift: Day
Job Posting: Dec 8, 2023, 9:08:57 AM
Number of Openings: 1
Salary: 56,542.07 - 64,882.02 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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