

<b>POSITION POSTING:</b>	Massachusetts Teachers' Retirement System
<b>FUNCTIONAL TITLE:</b>	Administrative Associate – Contact Center
<b>LOCATION:</b>	500 Rutherford Ave., Charlestown, MA 02129-1628
<b>STARTING SALARY:</b>	\$45,000
<b>APPLICATION DEADLINE:</b>	Posted on Friday, December 15, 2023

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The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 71,000 recipients and maintains and services retirement accounts for over 102,000 active members and 35,000 inactive members.

Our mission is to ensure that members of the MTRS achieve and maintain a successful and secure retirement through responsible benefits administration, financial integrity and the provision of outstanding services.

## **GENERAL STATEMENT OF DUTIES**

Working under the general supervision of the Director and Assistant Director of Contact Center Services, the Administrative Associate will be responsible for performing a wide variety of operational support for the Contact Center and the agency.

### **Essential Duties and Responsibilities**

- Log and track all files for scanning through the Tab Fusion file management system.
- Perform document preparation, scanning, indexing and validation on all agency documents as required.
- Accurately process all documents to the correct queue using the Kofax scanning system and generate reports as needed.
- Process certain member-submitted account maintenance forms in a timely and accurate manner, and pursuant to established workflows (e.g., beneficiary designation forms).
- Communicate professionally, both verbally and in writing, with members of the MTRS.
- Perform member reception duties, including answering and accurately directing incoming phone calls; greeting visitors in a friendly, courteous and professional manner; reviewing forms submitted in person for completeness; notifying staff members of appointment arrivals and package deliveries in a timely and courteous manner; and, maintaining cleanliness of the reception area.
- Open, sort, date-stamp and accurately distribute all incoming mail; date-stamp and log all incoming checks in our Oracle database.
- Process all outgoing mail using Pitney Bowes mailing machine.
- Provide friendly, efficient and professional office support services.
- Work independently, as well as participate in decisions affecting the workflow and performance of the team.
- Fully participate in all group meetings, training programs and all unit and agency projects as needed.
- Perform other duties as assigned by the Director and Assistant Director of Contact Center Services.

## Required Education and Experience

High school diploma or equivalent, with associate's degree preferred.

## Necessary Knowledge, Skills and Abilities

- Enthusiasm, a positive attitude, and the ability to maintain harmonious relationships with the membership, employers, members of the public and MTRS staff.
- Commitment to our mission and competent, compassionate and quality service at all times.
- Ability to communicate effectively and professionally with members and the public.
- Excellent written and verbal communication skills.
- Detail oriented with strong organizational abilities.
- General knowledge of services provided by the agency and reasonable knowledge of basic functions of agency in order to better assist callers and walk-ins concerning direct deposit, tax withholding, downloadable forms and address change procedures.
- Ability to understand retirement laws and regulations.
- Ability to follow instructions and function both independently and as a member of a team.
- Must be flexible and able to handle a multitude of tasks.
- Proficiency with Microsoft Office, particularly with Word and Excel.
- Ability to work a 9 a.m. – 5 p.m. schedule.

## EXPECTED HOURS OF WORK

Hours of work are Monday through Friday, 9 AM to 5 PM (30-minute lunch), or 8:45 AM to 5 PM (45-minute lunch). New hires are required to report to the office five days per week for their first 90 calendar days of employment. Thereafter, hybrid telework arrangements, with the possibility of one to two days of telework per week, are determined based on operational and staffing needs.

## APPLICATION PROCESS

Interested applicants must apply online through *MassCareers* at:

<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>

Applicants are required to submit a cover letter and résumé to Robert Fabino, Director of Human Resources and Legal Affairs, within the *MassCareers* portal. The cover letter must address why the applicant's background and training would make him or her a good fit for the position of Administrative Associate with the MTRS. (See MTRS website for background at [www.mass.gov/mtrs](http://www.mass.gov/mtrs)) Applicants who do not submit a cover letter will not be considered. Selected applicants will be invited to take a test designed to evaluate their basic writing, math, and computer skills.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. *Research suggests that qualified women, Black, Indigenous and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.*