

## JOB POSTING

<b>POSITION POSTING:</b>	Massachusetts Teachers' Retirement System
<b>FUNCTIONAL TITLE:</b>	Administrative Associate – Member Services
<b>LOCATION:</b>	500 Rutherford Ave., Charlestown, MA 02129
<b>STARTING SALARY:</b>	\$45,900
<b>DATE OF POSTING:</b>	Monday, September 16, 2024

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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(s) and Assistant Director(s) of Member Services, the Administrative Associate will be responsible for performing a wide variety of operational support for the Member Services team and the agency.

### Essential Duties and Responsibilities

- Communicates professionally, both verbally and in writing, with members of the MTRS.
- Responsible for logging all incoming requests and preparing files for processing.
- Responsible for reviewing incoming member requests, following up on missing information, and identifying cases that require expedited service.
- Reviews and maintains computer system reports on workflow and data.
- Coordinates retirement application review process, acknowledging applications, identifying high priority cases, and managing file organization.
- Maintains spreadsheet of members who "walk-in" for counseling services.
- Requests, logs, and distributes files for member services staff.
- Maintains group counseling schedule for MTRS counseling staff and a general calendar of unit meetings and projects.
- Responds to GenInfo email requests when applicable and/or distributes emails to appropriate member services staff.
- Is expected to work independently and to participate in decisions affecting the workflow and performance of the team.
- Provides administrative support to member services directors as needed.
- Participates in all unit and agency projects as needed.

## **Required Education and Experience**

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

## **Necessary Knowledge, Skills and Abilities**

- Excellent organizational skills, flexible, and able to handle a multitude of tasks.
- Desire to work in an environment committed to teamwork and quality service.
- Ability to communicate effectively and professionally with coworkers, members, and the public.
- Ability to follow instructions and function both independently and as a member of a team.
- Ability to maintain harmonious relationships with the members, employers, and MTRS staff.
- Commitment to competent, compassionate and quality service at all times.
- Business experience with Microsoft Excel, and Word required.
- Experience with member/customer/client databases required.

## **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. 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, Chief Human Resources and Legal Affairs Officer, 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 skills 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.*