Franklin Regional Retirement System
Member Services/Accountant

Purpose: To work within a Massachusetts regional retirement system serving over 2,400 members and retirees and to maintain system accountability in accordance with MA General Laws.

Reports to: Executive Director.

Job Environments: Works in a typical office environment; consisting of the operation of computers, calculators and other office equipment. Makes frequent contact with members, unit treasurers and other retirement systems. Has access to confidential information. Errors could result in significant delays and confusion, monetary loss, legal exposure, or negative publicity.

General Statement of Duties: To assist in the administrative and accounting functions of the Retirement System. Duties overlap with many functions of the other staff in the office. Performs basic tasks that require a high degree of accuracy, organization, and time management. Assists in other administrative and support tasks as required.

Key responsibilities and accountabilities:

- Communications and analysis:
  - Members – Research, prepare and respond to requests for member buy-backs, transfers, and refunds. Meet with members to discuss the completion of forms such as a W-4P, beneficiary change form, or a direct deposit form.
  - Treasurers – Work with unit treasurers to inform them of their roles and responsibilities associated with their employees' retirement benefits.
  - Retirees – provide "customer support" as necessary.
  - Retirement board and staff – Working within a team to maintain a high level of responsiveness and accountability to retirement system members.

- Regulatory oversight:
  - Familiar with MA General Laws, Chapter 32, and/or the ability to research.
  - Familiar with the regulatory role of PERAC, and/or the ability to research.

- Member Services:
  - Process New Members: verify data, request transfers, add to board agenda, send letters of approval etc., and create folders and computer records in PTG and on Excel.
  - Process incoming transfers from other retirement boards
  - Separations: Request, as necessary, notices of separation from units and process when received.
  - Deductions: Reconcile to remittance checks, enter information into Excel and PTG and reconcile to members' records.
  - Assessments: Send annual assessment notices to units, monitor receipt of payments, send out late notices

- Coverage expected once a week:
  - Daily backup: verify overnight backup was successful and record on daily sheet.
  - Mail: Open mail, distribute to appropriate personnel, deposit any checks received.

- Other:
  - Assist Executive Director, as needed, with investment records and annual report.
  - Attend trainings, meetings and conferences as assigned.
  - Other duties as assigned by the Executive Director or by the Board.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)

NOTE: Send resumes to KristineMathis@frrsma.com and PaulMokrzecki.frrsma@gmail.com