



# NHRS

New Hampshire Retirement System

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## NEW HAMPSHIRE RETIREMENT SYSTEM

Interested and qualified applicants please submit resumes to the NHRS Human Resources team via email at [careers@nhrs.org](mailto:careers@nhrs.org) or [apply on line](#)

### Employer Specialist I

**Position Title** Employer Specialist I

**Functional Area** Finance

**Date Established** 02/2024

**Title of Supervisor** Employer Reporting Manager

**Date of Last Amendment** N/A

**NHRS Position Band:** G \$20.90-\$31.33

**Collective Bargaining Unit Status:** In Unit

**FLSA Status:** Non-Exempt

**Supervises:** None

#### SCOPE OF WORK:

The Employer Specialist I, provides direct, expert assistance to level 1 employers in preventing and correcting errors in employer contribution reports and payments, so data may be posted properly into NHRS' business software. This position is responsible for accurate accounting for all daily cash receipts for level 1 employers. The work performed by the Employer Specialist I lays the foundation for member records and ultimately service credit calculation and ensures that timely and accurate data is received by and from employers.

#### ACCOUNTABILITIES:

- Provides expert assistance to level 1 employers and their software vendors as needed, regarding laws and rules including reporting requirements in relevant subject area. Provides ongoing contact and assistance to enable level 1 employers to submit timely and accurate data.
- Serves as subject matter expert for assisting level 1 employers, by phone, email or virtually, with file submissions and exception clearing.
- Provides technical support to level 1 employers for payroll reporting requirements and general eligibility requirements and must be able to explain to level 1 employers the various components of the payroll report and how they relate to calculating service credit or calculating contributions.
- Responsible for entering cash or ACH payments received from level 1 employers

Employer Specialist-

and balancing cash entered in system of record to daily bank deposits.

- Reconcile level 1 employer accounts by reviewing calculated contributions and payments made, applying payments appropriately, and completing refunds or collection of receivables.
- Responsible for verification of financial information received from level 1 employers and retirees.
- Support level 1 employers and provide technical assistance regarding the annual retiree reporting process.
- Actively participates as a member of the Finance Team in all related team functions, including, but not limited to, direct involvement in various strategic plan initiatives, collaborative problem-solving, strategic development and peer feedback and support.
- Ability to function in Excel at a basic level.
- Serves as back up to Finance team members.
- Any other related and appropriate duties as assigned by supervisor.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Associate degree from a recognized college or university with major study in accounting or business administration preferred. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three years' self-directed experience in accounting. Experience in customer service or human resources a plus. Each additional year of approved work experience may be substituted for one year of required formal education.

**Excel:** Must be proficient in basic Excel skills, test of skills will be conducted by NHRS.

**License/Certification:** Valid driver's license preferred.

#### **SPECIAL REQUIREMENTS:**

- This position may require some in-state travel and the ability to work a flexible schedule, including periodic evening hours.
- Ability to present facts and instruction to NHRS employers using clear and concise written and verbal instructions.

#### **RECOMMENDED KNOWLEDGE, SKILLS, AND TRAITS:**

- Excellent customer services skills.
- Ability to conduct research and trouble shoot.
- Strong technological ability to understand and use multiple software and standard office systems.
- Strong knowledge of accounting standards, principles and procedures.
- Ability to do basic math functions, use an adding machine and / or calculator.
- Strong ability to communicate effectively orally and in writing to individuals and groups. Ability to establish and maintain harmonious relationships with NHRS employers and fellow employees.
- Ability to exercise good judgement and to think and act objectively.

- Ability to understand and interpret administrative rules and statutes that govern NHRS.

**PHYSICAL REQUIREMENTS:**

- This position requires sitting (80%), standing (5%), and walking (15%).
- Requires lifting materials of approximately 20-25 lbs.
- Often requires computer responsibility which involves extensive use of keyboard, mouse and monitor.

**WORK ENVIRONMENT/CONDITIONS:**

- Dayshift hours primarily, although overtime may be required in meeting project deadlines.
- Physically able to participate in training sessions, presentations, and meetings.
- Work related assignments on weekends are possible.

**EXPECTATIONS OF NHRS EMPLOYEES:**

**Commit passionately to the vision and mission for NHRS.**

**Exercise diligent fiduciary responsibility** – We are first and foremost fiduciaries. Whether it is an investment decision or an expense that we incur to administer the System, it must be made with members in mind.

**Do what is right for the member, always** – Provide member service at the highest level. *Every* member should receive the *same* level of *excellent* service. The decisions we make must be made with the benefit of all members in mind – not that of any individual or member group.

**Accept responsibility for what you do** – We are New Hampshire’s largest locally organized financial institution. We should act that way, bringing professional expectations to our work. Commit to doing excellent work and trust that your colleagues will also.

**Operate in a transparent manner** – While guarding the integrity of member information, provide responsive and accurate information, data, and analysis to our many stakeholders, including members and their employee groups and associations, employers, the Legislature and its committees, and the public.

**Adhere to legal frameworks that NHRS operates under** – State and Federal law, constitutional mandates, IRS provisions, and our rules and procedures all have a place in ensuring that we meet our fiduciary obligations.

**DISCLAIMER STATEMENT:** The job description lists typical examples of work and is not intended to include every job duty and responsibility specific to the position. An employee may be required to perform other related duties not listed on the job description provided that such duties are characteristic of that position.

**SIGNATURES**

**Position Incumbent**

I have reviewed the content of the above job description with my supervisor.

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Signature

Name

Date

**Supervisor**

Employer Specialist-

I have discussed the work responsibilities outlined by this job description with the above employee.

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Signature

Name

Date

**Human Resources Manager**

I have reviewed the content of the above job description.

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Signature

Name

Date

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