NEW HAMPSHIRE RETIREMENT SYSTEM
CAREER OPPORTUNITY

MEMBER ACCOUNT GENERALIST

Interested and qualified applicants please submit resumes to the NHRS Human Resources team via email at careers@nhrs.org or apply online

Salary Range: This position is assessed in band H, $23.69-$35.55, NHRS is hiring between $23.69-$26.08

Position Title: Member Account Generalist

Functional Area: Member Services **Date Established:** 2/1/25

Title of Supervisor: Member Service Accounts Manager **Date of Last Amendment:** N/A

NHRS Position Band/Min. Step: H **Collective Bargaining Unit Status:** In Unit

FLSA Status: Non-Exempt

Supervises: None

SCOPE OF WORK:

The Member Account Generalist is responsible for reviewing and verifying personal and financial information from participating employers and members of the New Hampshire Retirement System (NHRS). This role involves assembling and preparing membership service and financial credit data to produce accurate benefit estimates and annuity payment calculations. The position also analyzes internal and external documentation, interprets statutory provisions, and processes disbursements for members requesting refunds or rollovers of accumulated contributions upon termination of employment. Additionally, the Generalist handles member requests for service credit purchases, additional contributions, and withdrawals by providing accurate calculations and guidance throughout the process.

ACCOUNTABILITIES:

- Performs comprehensive contribution and service credit reviews of manual and automated client records; performs and documents any required adjustments to those accounts for subsequent statement and benefit calculation purposes.
- Reviews and approves member refunds and previously withdrawn service credit purchases.
- Calculates interest adjustments to member records for return to work, billings, and refund adjustments to member records.
- Completes analysis, notification and benefit calculations established by RET 304, Contribution Adjustment, Earnable Compensation Adjustment and Service Adjustment for members, employers and beneficiaries.

- As directed by legal counsel, analyze and create calculations to be used in settlement procedures/hearings.
- Facilitates member contribution refunds or Trustee-to-Trustee transfers.
- Approves or rejects funds received for eligibility of tax-deferred status. Works with other fund managers to obtain proof of plan designations.
- Explains relevant regulations, laws, administrative rules, policies and procedures pertaining to contribution refunds and Trustee-to-Trustee transfers. Researches and reviews imaged records using NHRS business software.
- Facilitates member service credit purchases and additional contributions.
- Explains relevant regulations, laws, administrative rules, policies and procedures pertaining to member service credit purchases and additional contributions. Researches and reviews imaged records using NHRS business software. Posts service credit purchases to member records.
- Processes employer audit corrections.
- Manually calculate and post interest to member records to prepare them for receiving a refund or a finalized retirement benefit.
- Conducts fact finding with members and employers on issues of eligibility to obtain information needed to make correct decisions.
- Extracts financial member data for pension payroll processing; troubleshoots and test PC software-based benefit applications with the outside vendor.
- Compiles data for various research projects and prepares reports for use by benefits specialists and management.
- Assist manager in planning and coordinating program activities and in training staff, as needed.
- Recommends procedural changes or alternate work methods to improve the flow of work.
- Serves as back up to Member Account Technician when needed.
- Other appropriate and related duties as assigned by supervisor.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in public administration, business administration, accounting or other related field preferred. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years of experience in accounting or benefit processing or other related field. Each additional year of approved work experience may be substituted for one year of required formal education; although preference will be given to applicants who possess a minimum of a bachelor's degree in one of the above specified subject areas

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.

RECOMMENDED KNOWLEDGE, SKILLS, AND TRAITS:

- Knowledge of general office equipment including computer, fax, telephone, printer, shredder, copier.
- Ability to communicate effectively and diplomatically with internal and external diverse constituents.
- Demonstrated ability to practice appropriate judgment, discretion, and diplomacy.
- Demonstrated ability to work independently, with minimal supervision, as well as effectively as part of a team.

Physical Requirements:

- The employee must have the ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards.
- Communicate with others to exchange information (Constantly)
- Analyze accuracy, neatness, and thoroughness of the work assigned. (Constantly)
- Requires computer responsibility which involves extensive use of keyboard, mouse and monitor, and repeat motions that include the wrist, hands, and/or fingers. (Constantly)

Work Environment/Conditions:

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