



NHRS

New Hampshire Retirement System

NEW HAMPSHIRE RETIREMENT SYSTEM CAREER OPPORTUNITY MEMBER ACCOUNT TECHNICIAN

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

Salary Range: This position is assessed in band F, \$19.50-\$29.20, NHRS is hiring between \$19.50-\$22.72

Position Title: Member Account Technician

Functional Area: Member Services

Date Established: _____

Title of Supervisor: Member Services Accounts Manager **Date of Last Amendment:** 09/01/2022

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

FLSA Status: Non-Exempt

Supervises: None

SCOPE OF WORK:

The purpose of this position is to review personal information from participating employers and members associated with their membership in the New Hampshire Retirement System and process reviewed data into business software. Analyze internal and external documentation and interpret and apply statutory provisions to process disbursements to members requesting a refund/rollover of accumulated contributions upon termination of employment. This position is also responsible for processing member requests for purchases of service credit, additional contributions and withdrawals by providing calculations and guidance through the process.

ACCOUNTABILITIES:

- Communicates verbally and in writing with employers and individual members to confirm the accuracy of personal information.
- Facilitates member contribution refunds or Trustee to Trustee transfers via telephone, email or other written correspondence. Explains relevant regulations, laws, administrative rules, policies and procedures. Researches and reviews imaged records using NHRS business software. Prepares documents for imaging once refunds have been processed.
- Facilitates member service credit purchases and additional contributions via telephone, email or other written correspondence. Explains relevant regulations, laws, administrative rules, policies and procedures. Researches and reviews imaged records using NHRS business software. Prepares documents for imaging once refunds have been processed.
- Audits and certifies the accuracy of remitted payments for prior service purchases. Approves or rejects funds received for eligibility of tax-deferred status. Works with other fund managers to obtain proof of plan designations.

- Verifies Internal Revenue Code 415 (c) compliance by reviewing additional contribution amounts deposited by members.
- Processes all enrollments, beneficiary changes and other personal information changes of NHRS members.
- Other appropriate and related duties as assigned by supervisor.

MINIMUM QUALIFICATIONS:

Education: This position requires an associate degree in either Accounting or Business Management. Each additional year of formal education may be substituted for one year of required experience.

Experience: Two years of professional or paraprofessional experience in accounting, employee benefits or related field. Each additional year of related experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license preferred. Licensed notary public required and certification must be kept current. NHRS will coordinate application and pay fees.

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:

- Consistently adheres to all NHRS policies and follows all NHRS procedures.
- Knowledge of general office equipment including computer, fax, telephone, printer, shredder, copier.
- Perform other related duties incidental to the work described herein.

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.