



# NHRS

New Hampshire Retirement System

---

## NEW HAMPSHIRE RETIREMENT SYSTEM CAREER OPPORTUNITY Administrative Assistant- Member Services

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

**Position Title:** Administrative Assistant- Member Services

**Functional Area:** Member Services

**Date Established:** 07/07/2017

**Title of Supervisor:** Director of Member Services **Date of Last Amendment:** 8/11/2022

**NHRS Position Band/Min. Step:** E

**Collective Bargaining Unit Status:** In Unit

**Pay range:** \$20.00-\$25.00/hour (within overall range of \$18.77-\$38.08/hr)

**FLSA Status:** Non-Exempt

**Supervises:** None

### SCOPE OF WORK:

To conduct administrative support services for the Member Services Department under the direction and supervision of the Director of Member Services.

### ACCOUNTABILITIES:

- Provides administrative support to all three teams of the Member Services Department including, but not limited to, preparing mailings, and responding to phone messages and scheduling member appointments.
- Assist with the Annual Retiree Insurance Questionnaires, including but not limited to printing, mailing, tracking and follow up correspondence. Communicate effectively, both verbally and in writing, with retirees and other constituents regarding information on questionnaires.
- Provides administrative support for audit findings including but not limited to tracking and collecting/organizing data for use in reporting.
- Responsible for maintaining the inventory of forms, brochures, and applications for the member services team and printing additional materials as needed.
- Prepares letters to members and employers for refunds when necessary.
- Prepares and mails appointment reminder letters and other materials as needed to members
- Responsible for copying and collating materials, including confidential disability files, faxing, creating form letters, labels, imaging divider forms and bulk mailings when necessary.

- Supports the Member Services Department during busy periods by assisting with projects and/or providing back up to other positions on the team.
- Other appropriate and related duties as assigned by supervisor.

**MINIMUM QUALIFICATIONS:**

**Education:** High School Diploma or equivalent.

**Experience:** Two years' experience in an administrative support role.

**License/Certification:** Valid Driver's License

**SPECIAL REQUIREMENTS:**

- Ability to communicate effectively and diplomatically with internal and external diverse constituents.
- General computer literacy and Microsoft office suite.
- Knowledge of general office equipment including computer, fax, telephone, printer, copier.

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

- Demonstrated proficiency with various computer applications including Microsoft Word, and Excel.
- Demonstrated ability to practice appropriate judgment, discretion, and diplomacy.
- Ability to establish and maintain effective working relationships with co-workers, outside vendors, and other constituent groups and individuals.
- Strong organizational skills including the ability to effectively plan, prioritize, and perform diversified duties accurately.
- Dependability and reliability; detail-oriented and conscientious.

**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 in meet project deadlines.
- Physically able to participate in training sessions, presentations, and meetings.
- Work related assignments on weekends are possible.

**DISCLAIMER STATEMENT**

This description lists typical examples of work and is not intended to include every job duty and responsibility specific to a 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.