



Haverhill Retirement System

4 Summer Street, Room 303
Haverhill, MA 01830

Tel: (978) 374-2358
Fax: (978) 374-2353

May 13, 2025

PLEASE POST OPENING

POSITION: **Benefits Counselor/Records Access Officer**
Haverhill Retirement System

HOURS OF WORK: **Regular office hours:** Monday – Wednesday and Thursday 8:00 a.m. – 4:00 p.m.
Tuesday 8:00 a.m.- 7:00 p.m. and Friday 8:00 a.m.- 12:00 Noon

SALARY: **Based on Qualifications (\$80,000-\$90,000)**

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

Reports to the Retirement Administrator. Counsels members on their retirement benefits and works with PERAC on submission of retirements for review and approval. Oversees the website and member/retiree self-service portal and aids the Administrator in the overall operations of the Haverhill Retirement System. This position requires the handling of confidential information.

SUPERVISION RECEIVED:

Works under the general supervision of the Administrator.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Retirement Counseling:

- Counsels members on their retirement benefits.
- Calculates retirements in compliance with MGL C32, including anti-spiking rules.
- Reviews retro salaries awarded and recalculates retirement benefits.
- Processes disability applications.
- Provides estimates of retirement benefits to members as requested.
- Works with department heads and payroll to determine accuracy of salary information.
- Reviews QDRO's received for potential offset to a member's retirement benefit.
- Reviews QDRO's received from Court and calculates offset amounts.
- Educates members and department heads on retirement issues.
- Responds to questions, researches and resolves retirement issues.
- Acts as Public Records Officer and Verifies with the Mass DOR for lien status on all new retirees.
- Supervises and coordinates work for the system.
- Performs administrative duties in the absence of the Administrator

Financial and Accounting:

- Processes weekly retirement office payroll.
- Oversees daily cash receipts management.
- Responsible for processing non-investment cash receipts

Reporting and Verification:

- Maintains and updates reports, including disability, for submission to PERAC.
- Runs and oversees sending out and updating retirees' affidavits biennially.
- Provides proof of income letters for retirees upon request.

- Aids retirees with social security requests for public pension information.

Operations:

- Responsible for comprehensive knowledge of existing statutes, regulations, and case law pertaining to public employee retirement benefits and applying statutes appropriately.
- Maintains accurate and complete records/documentation in both paper and electronic format.
- Oversees the daily operation of the retirement office.
- Oversees member/retiree portal and responds to inquiries.
- Manages the retirement's website.
- Keeps current on retirement changes and provides training and support to staff, including cross training.
- Responds to questions, researches and resolves retirement issues.
- Responsible for ensuring all member contracts are up-to-date and on file (electronically).
- Continuously reviews office procedures for improved efficiency and customer service.

Performs additional duties and backup as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

MINIMUM QUALIFICATIONS:

Minimum qualifications are: A Bachelor's Degree with two years of public retirement experience, working knowledge of MGL Chapter 32, CMR 840 and PTG Software. A working knowledge of retirements, disabilities and survivor benefits.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is occasionally required to use hands to handle, feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance, stop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, color vision and the ability to adjust focus. Attendance is required.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee is occasionally exposed to hot/cold and/or humid conditions. The noise level in the work environment is usually quiet while in the office.

Applicants will be required to undergo a background check including CORI/SORI screening prior to appointment.

CLOSING DATE: Open until filled.

**PLEASE SUBMIT COVER LETTER &
RESUME BY MAIL OR E-MAIL TO:**

**David Van Dam, Administrator
Haverhill Retirement System
4 Summer Street Room 303
Haverhill, MA 01830
dvandam@haverhillretirement-ma.org**

The Haverhill Retirement System is an Equal Opportunity/Affirmative Action Employer.