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ALERT

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Job Description

Disability Retirement Case Counselor I - (240004Q2)
Description

About the Office of the Massachusetts State Treasurer and Receiver General (“Treasury”)

Our mission is to manage and safeguard the State's public deposits and investments through sound business practices for the exclusive benefits of our citizens, and perform these duties with integrity, excellence, and leadership. Additionally, we strive to provide economic opportunity, stability, and security for every Massachusetts resident.

We are committed to excellence in recruiting, hiring, and retaining diverse and qualified individuals. We value the culture of diversity and professionalism in the workplace, and strongly believe that our workforce should reflect our community.

<https://www.surveymonkey.com/r/FM68GFV>

PURPOSE OF THE POSITION

The Massachusetts State Retirement Board (MSRB) administers a defined benefit retirement plan for eligible employees of the Commonwealth and certain independent entities.

The Disability Retirement Case Counselor I is developing skills to provide informational support and counseling to members of the State Employees' Retirement System regarding all aspects of the accidental and ordinary disability retirement application process, while gaining an understanding of other related benefits.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Participates in all aspects of the processing of disability retirement applications, including but not limited to:
- Sending, receiving and tracking all disability applications,
- Entering of relevant data into MARIS and PROSPER computer systems,
- Creation of a written case summary, including summary of facts, legal and medical issues, indicating (among other things) incoming and outgoing documents,
- Ensuring the MSRB has received all relevant medical records from relevant parties,
- "As needed" correspondence or communication with retirement system members/ their representatives, and employing agencies regarding the status of the application
- Counseling members of the retirement system.
- Conduct factual investigation on disability cases and obtaining required documentation; prior to a medical panel being requested
- Understand how to obtain additional information from agencies, attorneys or members if necessary after a pre-board meeting
- Electronically transmitting eligible applications and supporting material to PERAC for the convening of a medical panel;
- Drafting case summaries for submission at monthly Board meetings
- Forwarding of Board and PERAC approved applications to Benefit Calculation Unit for determination of benefit amount
- Assist in the performance of any assigned special projects as periodically required

OTHER DUTIES AND RESPONSIBILITIES

- Assist other Retirement Board departments as necessary
- Demonstrates ability to use PROSPER application system; OnBase ECM (document scanning) System and demonstrate ability to integrate with daily responsibilities.
- Demonstrates knowledge of M.G.L. c.32 and possess ability to explain provisions to members with regard to the Disability retirement process.
- Developing skills to learn how to assist with a retirement seminars & webinars to groups of MSERS member, explaining retirement benefits. Travel as required;
- Adhere to Treasury and Board human resource and operational policies

Qualifications

SUPERVISORY RESPONSIBILTIES

- N/A

KNOWLEDGE AND SKILLS

- Associate's Degree or higher or comparable work experience;
- Excellent communication (writing and speaking), inter-personal and demonstrated organizational skills are required.
- Ability to comprehend, analyze, summarize, and assess medical records on a wide variety of physical and psychological issues.
- Can provide high level of member service and responsiveness while working against monthly business cycle deadlines
- Comfort and familiarity with medical records and analyzing medical issues;
- Ability to understand, interpret and apply retirement laws and regulations;
- Ability to maintain complex records and to prepare periodic reports from such records;
- Ability to establish and maintain effective and professional working environment
- Knowledge of retirement industry in general and related benefits
- Currently proficient in Microsoft Word, Excel, Windows
- Familiarity with electronic content management (scanning) systems

Official Title: Disability Retirement Cnslr
Primary Location: United States-Massachusetts-Boston-1 Winter Street
Job: Administrative Services
Agency: Off of State Treas & Rec Genl
Schedule: Full-time
Shift: Day
Job Posting: Apr 18, 2024, 1:38:37 PM
Number of Openings: 1
Salary: 53,000.00 - 55,000.00 Yearly
If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Kerley Aime - 6173679333
Potentially Eligible for a Hybrid Work Schedule: Yes

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