



## North Atlantic States CARPENTERS BENEFIT FUNDS

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# North Atlantic States Carpenters Benefit Funds Employment Opportunities

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## Position Description

**Position Title:** File Clerk

**Department:** Pension & Annuity

**Reports To:** Retirement Services Manager

**FLSA Status:** Non-Exempt

**This is a Bargaining Unit position which requires union membership**

**Location:** Wilmington, MA

## Summary

North Atlantic States Carpenters Benefit Funds (NASCBF) provides important benefit programs to the North Atlantic States Regional Council of Carpenters (NASRCC). This organization represents more than 30,000 carpenters in Connecticut, Maine, Massachusetts, Rhode Island and Vermont. Through the support of our fund offices, NASRCC members enjoy great benefits that provide a rewarding life for themselves and their families.

The File Clerk will prepare, administer, review and analyze applications from members of the NASCBF pension and annuity plans under the supervision of the Retirement Services Manager. This is a full-time in office position. Dependability and consistent attendance are important components of the position.

## Essential Duties and Responsibilities

- Primarily responsible for filing and scanning within the Pension and Annuity Department.
- Provides customer service by responding to requests from members by mail, electronically, telephone, or in person.
- Coordinate retiree responses with appropriate mailings for copies of tax returns from pensioners. Review and track responses to determine whether further review is necessary.
- Assist department members in any further action regarding prohibitive employment that may be necessary because of management determinations.
- Process member applications for loans.
- Process pensioner/ beneficiary requests or changes to member database such as tax changes, EFT requests or changes and Health Premium Deduction changes.
- Initiates stop payments, voids and replacement checks.

- Maintain accurate files for all participants, including current information, beneficiaries and any transactions in their account.
- Record, photocopy and scan weekly loans and forward to financial institution for issuance of checks.
- Process Beneficiary Designation forms.
- Perform various office duties and cover reception desk, as needed.
- Provide administrative support to the department manager and assistant manager.
- Assist with special projects
- Perform general clerical duties, as needed.
- Other duties, as assigned.

## Education and Experience

- Post-secondary education (minimum high School diploma with relevant business experience)
- Experience in employee benefits with concentration in retirement plans helpful.
- Strong working knowledge of processing systems, including Microsoft Office suite (Word and Excel).
- Ability to work in a team environment and willingness to cross-train in all areas of Pension & Annuity.
- Excellent interpersonal and communication skills must be able to interact effectively with internal staff and external clients.
- Bilingual abilities (e.g. Spanish, Portuguese) are a plus.

## Physical Requirements

- Regularly required to operate standard office equipment.
- Ability to work on a computer for approximately five hours a day.
- Regularly required to sit for long periods, stand and walk.
- Close vision required for computer usage.
- Regularly required to use hands to operate computer and other office equipment.

## Benefits

The North Atlantic States Carpenters Benefit Funds provides a valuable, employer sponsored benefits package, including medical, dental, vision, life, and disability insurance. We also offer paid holidays, vacation, PTO, and two retirement plans. At NASCBF, our employees benefit from a shorter 37.5-hour work week, a healthy work-life balance, and consistently engaging work. Join us and make a meaningful impact!

Pay range: Starting at \$23.25 an hour