

MS 05-09-10

DATE OF POSTING: November 16, 2009

TERMINATION DATE FOR APPLICATIONS: November 23, 2009

POSITION: **QUALITY ASSURANCE TEAM LEADER**

COMPENSATION/BENEFITS: Per SSA/USO Contract
Grade G

STAFF RELATIONSHIP: Responsible to Kris Hiebert
Assistant Manager, Member Services

EMPLOYMENT DATE: As soon as possible

SEND APPLICATION AND RESUME TO: **Human Resources Department**
Michigan Education Association
1350 Kendale Blvd., P.O. Box 2573
East Lansing, MI 48826-2573

BASIC PERFORMANCE EXPECTATIONS:

Recommends and maintains quality standards and/or provides team leadership within the Division.

This job requires the ability to establish and maintain effective working relationships with members, providers, and staff and management.

ASSIGNED DUTIES:

Evaluate, audit and monitor work of individual Member Services Division staff including monitoring of telephone contacts, providing immediate feedback to staff members.

Collaboratively prioritize team's overall workload with supervisor and assign or schedule work.

Answer questions regarding work procedures. Provide instruction and orientation in work methods such as time management, desk organization and effective communication skills.

Communicate with Manager any critical issues as well as issues identified that fall outside of established parameters.

Quality Assurance Team Leader
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ASSIGNED DUTIES: Continued

Analyze work processes and make recommendations on improvements to management staff.
Implement approved changes.

Review, develop and make recommendations on verbal and written communications.

Identify issues requiring manual updates and make recommendations to Manager. Update manuals and communicate changes to staff.

Provide support and training as needed.

Identify issues with regard to auditing standards and make appropriate recommendations.

Identify reports necessary to evaluate quality issues, review reports, identify trends, and report to the appropriate parties.

Identify training needs, provide follow-up and reinforcement of training, and report on effectiveness of training.

Develop and implement an ongoing, regular communication and reporting process with management staff.

Recommend projects, and organize and take responsibility for approved projects.

Make or receive frequent communications in the form of telephone, mail and direct contacts with other staff, members and providers.

Maintain objectivity and confidentiality.

Perform other job related duties as assigned from time to time.

MINIMUM REQUIREMENTS:

Two years claims experience in the last three years – experience must be specific to the area in which the position reports (such as Launch team or Disability)

Experience and training which provides the following knowledge, ability and skills:

- Knowledge of Member Services Division workflows and procedures.

MINIMUM REQUIREMENTS: Continued

- Demonstrated ability to organize and prioritize work.
- Demonstrated ability to organize, prepare, analyze and interpret data to find and solve problems and to assist in developing meaningful training programs.
- Demonstrated ability to communicate effectively.
- Knowledge of common office equipment and software used at MESSA.
- Understanding of project management
- Business letter writing skills

Experience and training which provides the following knowledge, ability and skills:

- Demonstrated understanding of adult learning theory
- Demonstrated ability to multi-task, prioritize and problem solve.
- Demonstrated ability to use Excel.
- Demonstrated people skills

TESTING

Decision Making 70 %

Compose business letter in Word

Prioritizing in-basket and handling phone calls (What to do and how to handle incoming work)

Setup spreadsheet in Excel

Situation analysis and presentation