

**DATE OF POSTING:** January 24, 2017

**TERMINATION DATE FOR APPLICATION:** January 31, 2017

**POSITION:** **HELP CENTER SPECIALIST  
(non-standard hours)**

**COMPENSATION/BENEFITS:** Per ASO/USO Contract  
Grade F

**STAFF RELATIONSHIP:** Responsible to Alex Bates  
Help Center Supervisor

**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**

This position is primarily responsible for communicating with MEA members, both in response to inquiries and proactively to individual members, regarding MEA programs and benefits. This position is responsible for listening to, and interpreting the needs of, members and potential members in a fast-paced, often stressful work environment, where inquiries may originate from various inbound communications or by targeted outreach.

The work involves the knowledge, review, evaluation and application of various MEA programs and services within the context of membership service, including knowledge of some rules, guidelines and procedures for benefits, and a clear knowledge of field service. The work requires the ability to use sound judgment in making decisions and effectively communicate those decisions in verbal and written forms.

Employees work under general supervision and frequently work alone exercising considerable independence.

The job requires the ability to establish and maintain effective working relationships with members, local leaders, staff, management and vendors.

**ASSIGNED DUTIES:**

Develop and maintain an understanding of all MEA membership benefits, services and other programs including MEA philosophies, structures, policies and membership eligibility requirements;

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#### **ASSIGNED DUTIES (continued):**

Respond to often complex inbound telephone calls, email inquiries, online chats and other communications, providing accurate and timely resolution of issues for members;

Originate inquiries to MEA members regarding their membership and ensure member knowledge of MEA programs and services that can assist them within areas of interest;

In a professional and courteous manner, influence members to accept the rationale of decisions and actions, and the value MEA places on membership. Contact with members may require communication of sensitive and confidential matters and require concise, tactful and diplomatic communication methods;

Research and make recommendations to respond to inquiries, when necessary, including making referrals to appropriate field offices and internal departments, as needed;

Examine issues and trends regarding member needs for assistance, prepare findings and make recommendations based on findings;

Regularly contact vendors, members, leaders, staff and managers to gather information, answer questions or solicit assistance. Regularly interact with personnel in other internal departments to research and resolve inquiries;

Provide support services, including data entry and secretarial duties, for member benefits and membership processing issues, including maintenance of overall MEA member data quality and marketing of MEA member benefit programs;

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

#### **MINIMUM REQUIREMENTS:**

Three years experience in a customer or member service environment with demonstrated proficiency in addressing inquiries on a broad variety of topics within a complex organization and ability to develop knowledge of complex member-oriented programs;

Demonstrated excellent written and verbal communication skills;

Demonstrated effective, professional telephone manner and member/customer service skills;

Demonstrated knowledge of MS Windows applications and customer-relations-management (CRM) database software;

Ability to analyze information and make sound decisions;

Ability to make moderately complex arithmetical calculations;

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**MINIMUM REQUIREMENTS (continued):**

Ability to work early morning or evening shift hours in order to be available for extended hours for member contacts;

Keyboard and typing skills;

Experience with a multi-line telephone console;

Ability to operate computer and common office equipment.

**TESTING:**

Keyboard (Typing):	30 wpm, 98% accuracy
Keyboard (Numbers):	15 npm, 98% accuracy
MS Word 2010:	70%
MS Excel 2010:	60%
Language skills:	75%
Decision Making:	80%
Reasoning:	45%
Customer Service Scenarios:	
Verbal communication:	3.5
Listening skills:	3.5
Problem solving skills:	3.5
Customer Service Skills:	80%
Customer Service Aptitude:	70%

June 27, 2013