

**DATE OF POSTING:** June 6, 2017

**TERMINATION DATE FOR APPLICATION:** June 13, 2017

**POSITION:** **FIELD MEMBERSHIP ASSISTANT  
Commerce Township**

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

**STAFF RELATIONSHIP:** Responsible to Marcy Felegy  
Eastern Zone Field Services Director

**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 is a field-based job that involves the processing of membership materials received by the Association accurately and on a timely basis, and includes data input, billing, training, conducting hearings, and developing effective relationships;

Performance requires use of sound judgment in making decisions within the limits of standard practice as defined by the wide range of established rules and instructions regarding membership. Ability to demonstrate a solid understanding of all facets of membership;

Adhere to the strict PCI rules;

Serve as a back-up to the UniServ Field Assistants on an as needed basis;

Additionally, the ability to establish and maintain effective working relationships with business offices, locals, members and leaders, as well as staff and management is a must.

**ASSIGNED DUTIES:**

Process additions, terminations and changes for membership and billing/collection related data as well as salary input in the membership system. Check system reports and statements for those whom are still billed locally, for accuracy and completeness. Produce all reports necessary to provide to local units, individuals, fee payers, staff and management regarding membership and billing/collection and/or questions;

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**ASSIGNED DUTIES (continued):**

Act as Local Membership Chair for those units without a designated LMC. Reconcile district reports to membership billings;

Conduct training, on an as needed basis, for local membership chairs with regard to membership, dues collection and billing;

Follow up on local and individual collections to assure balances are paid timely;

Create and modify documents such as reports, memos, letters and statements using word processing, spreadsheet, or database software.

Send statements to locals and individual members as necessary;

Track contract expirations;

Sign up new and existing members where these duties are not performed by the LMC or through the business office;

Track current members who have not signed up for dues withdrawal from personal accounts;

Serve as contact with business offices, local unit correspondents, members, MEA Retired, NEA, staff and management to answer and/or resolve membership and billing/collection related questions;

Work closely with Local Membership Chairs to ensure proper data per member is gathered and entered timely into the membership system. Train, as necessary, local membership chairs on the LMC website;

Serve as a point of contact for Fee Payer questions resulting from the Hudson packet mailing. (subject to guidance from MEA Membership). Follow up on local fee payer issues and outstanding balances;

Assist local leaders and staff in PAC drives by answering and resolving local PAC related inquiries and issues. Run reports and perform local tracking of PAC memberships.

Assist legislative and political activities by inputting and maintaining the VAN system with all required information; run reports from VAN.

Represent the Employer in small claims court for outstanding dues issues;

Generate mailing labels from the membership system as necessary;

Process exception reports;

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

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**MINIMUM REQUIREMENTS:**

Graduation from a standard high school or vocational school.

Valid driver's license.

Experience and training which provide the following abilities, skills, and knowledge:

- knowledge of the principles and practices of double entry bookkeeping, organization, planning, records management and general administration;
- ability to make moderately complex arithmetical calculations;
- considerable knowledge of the basic principles of the EDP computer systems;
- keyboard skills;
- ability to operate a personal computer and common office equipment;
- ability to communicate tactfully, courteously and effectively;
- ability to follow oral and written instructions;
- ability to work well either independently or as part of a team.

**TESTING:**

Coding:	75%
Computation:	75%
Keyboard (Numbers):	13 npm
Keyboard (Typing):	30 wpm, 98% accuracy
Reasoning:	45%
Balancing Accounts Test	Pass/Fail
Customer Service Skills	80%
Customer Service Aptitude	70%

2/21/13