DATE OF POSTING: February 3, 2020
TERMINATION DATE FOR APPLICATION: February 10, 2020
POSITION: MEMBER SERVICES INFORMATION COORDINATOR
COMPENSATION/BENEFITS: Per SSA/USO Contract
Grade G
STAFF RELATIONSHIP: Responsible to Tim Dawkins
Manager, Benefits
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:
The Member Services Information Coordinator must demonstrate exemplary English usage, grammar, punctuation and
spelling skills as well as the ability to develop a thorough understanding of Member Services practices, services, goals and
policies.

This employee will write initial drafts as well as make recommendations to management staff for improvements in
Member Services’ written communication, and implement approved changes.

The employee must demonstrate considerable independence within established guidelines.

This job requires the ability to maintain effective working relationships with members, vendors, staff, Member Services’
trainers, MESSA’s Communications Department and management.

The job requires drafting, reviewing and auditing Member Services’ departmental correspondence as well as providing
training related to member correspondence.

ASSIGNED DUTIES:
Author and edit form and content for Member Services’ correspondence as well as assist in the development of various
materials and correspondence project.

Coordinate the organization, clarification and visual presentation of Member Services initiatives. May be required to
present on related topics.

Review, revise, train and provide recommendations for Member Services department letters and staff members’ individual
correspondence to customers; develop manuals, workflows, and processes; pro-actively identify topics for member-facing
communication vehicles; maintain content in the Member Services shared network areas; act as liaison with MESSA’s
Communications Department; prepare and maintain necessary records and project tracking documents; and check
materials for accuracy, including verifying factual information with the original source when possible.
ASSIGNED DUTIES (continued):

Participate in planning activities and assist in developing communication strategies for projects and other departmental priorities.

Draft, review and audit departmental correspondence.

Train Member Services employees on related workflows and member correspondence.

Perform other duties as assigned.

MINIMUM REQUIREMENTS:

Associate’s Degree with emphasis in marketing, communications, English or journalism, or a four-year degree from an accredited college or university in a related field, or a high school diploma with a minimum of five years of relevant communications experience.

Demonstrated ability to draft professional correspondence which is clear, concise and accurate.

Demonstrated experience and/or training which provide the following abilities, skills and knowledge:

- Exemplary knowledge and command of English usage, grammar, spelling and punctuation
- Excellent written and verbal communication skills as well as outstanding copywriting and proofreading skills
- Exemplary presentation skills
- Ability to coordinate complex mailings and printing projects with Communications Department and other departments as necessary
- Ability to set priorities, juggle multiple priorities and establish appropriate task and project deadlines and meet them
- Sound and mature judgment, especially in crisis situations
- Is capable of thinking creatively and analytically within established guidelines

TESTING:

Keyboard (typing): 30 wpm, 98% accuracy
Language Skills: 80%
Vocabulary 80%
Proofreading 75%
Business Letter P/F

Portfolio, including:

- A complete description of related work experience, as set forth in the minimum requirements above, including responsibilities and assigned duties
- Description of one or more projects or initiatives you were involved with, the role you played, and what conclusions and/or recommendations you reached.
- Two examples of professional writing samples, such as published articles in print or online, press releases, blog or other communications you wrote.

January 30, 2020