

DATE OF POSTING: October 15, 2020

TERMINATION DATE FOR APPLICATIONS: October 22, 2020

POSITION: **SERVICE REPRESENTATIVE - ADMINISTRATION**

COMPENSATION/BENEFITS: Per FSA/USO Contract
Grade E

STAFF RELATIONSHIP: Responsible to Michelle Shipman
Senior Manager, Administration

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:

Work involves providing all secretarial and clerical services for professional staff employees and/or management supervisor. Process forms and remittances; respond to verbal and written instruction and inquiries; create, maintain and update database and spreadsheets; maintain files and update systems as required. Process marketing leads.

This position requires the ability to establish and maintain effective working relationships with members, as well as management and staff.

ASSIGNED DUTIES:

Order, inventory and fulfill supply orders.

Establish and maintain a variety of files.

Receive, open and distribute mail.

Create, update and maintain spreadsheets and databases. Perform calculations. Create and run reports.

Process remittances, forms and other data.

Batch and post insurance payments.

Perform necessary calculations and balance transactions.

Make and receive telephone calls. Respond to phone and mail inquiries and other correspondence.

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ASSIGNED DUTIES (continued):

Prepare necessary mailings.

Compose and type correspondence and other materials.

Establish and keep current mailing lists and directories.

Keep schedules of meetings and conferences; prepare meeting and conference rooms; send out notices and agendas for meetings; arrange for refreshments at meetings.

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

MINIMUM REQUIREMENTS:

Graduation from a standard high school or vocational school.

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

- ability to operate a personal computer and common office equipment;
- ability to type accurately;
- knowledge of basic computer and data processing principles and equipment;
- ability to make arithmetical calculations rapidly and accurately;
- knowledge of basic business English, grammar, spelling and punctuation;
- knowledge of filing systems and procedures;
- ability to communicate tactfully, courteously and effectively.

TESTING:

Computation:	60%
Keyboard (Typing):	40 wpm, 98% accuracy
Keyboard (Numbers):	15 npm, 98% accuracy
Visual Speed & Accuracy:	80%

September 23, 2020