

MESSA is deeply committed to diversity and inclusion in its hiring practices. We are an affirmative action, equal opportunity employer. People of color, women, and members of other historically marginalized social identity groups are encouraged to apply.

MS 24-20-21

DATE OF POSTING: June 3, 2021

TERMINATION DATE FOR APPLICATION: June 10, 2021

POSITION: **MANAGER OF BENEFIT ADMINISTRATION**

COMPENSATION/BENEFITS: Grade 9

STAFF RELATIONSHIP: Responsible to Kim Toman
Director of Group 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:

Provides leadership, guidance and direction to the group services team managers and assigned staff. Integral part of developing the department's quality, productivity, financial and staff development objectives, as well as facilitating the successful achievement of those department objectives. Monitors technical operations for continuous improvement, enhancements, problem-solving, and training. This position will also work directly with the Director of Group Services to develop, promote and implement the full menu of services within our employers as well as continual service and support once implementation of MESSA Services is complete.

RESPONSIBILITIES:

Strong desire to partner across the organization, with all levels of staff, to accomplish the MESSA mission, vision and goals.

Supervises department staff as assigned within the Group Services Department.

Understands the use of technology to increase the effectiveness of operations and integrate technology into the department's processes including bswift and EBIS.

Assist with the development, promotion and implementation of the full menu of our Suite of Services.

Provides direction and effectively leads by example to ensure that all services are meeting the stated business objectives on a timely basis with quality results.

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RESPONSIBILITIES (continued):

Make recommendations for department and corporate projects and initiatives.

Responsible to oversee projects and initiatives as product owner.

Work with managers and staff in the analysis of workflow and processes. Responsible for providing the director with department analysis and recommendations for improvements.

Maintains knowledge of group insurance.

Interprets and implements compliance changes that affect operations within Group Services.

Able to balance the workload of reports and direct individuals of varying abilities.

Perform a wide range of tasks, and responds to changes in direction and priorities positively.

Develop and maintain effective working relationships with staff, as well as outside parties, i.e. vendors, carriers, consultants, auditors.

Monitors and reports out processing timelines, volumes, and customer service activities.

Effectively motivates staff to achieve business objectives.

Carries out special projects and other related duties as assigned by the director.

MINIMUM QUALIFICATIONS:

Bachelor's degree with three to five years related experience and three to five years management experience.

Broad based strong technical and business knowledge as well as a high level understanding of TPA operations (such as underwriting guidelines, policy, services, etc...).

Knowledge and experience with MESSA benefits and programs.

Innovative and analytical ability in problem solving.

Strong interpersonal and communication skills.

Self-motivated with the ability to effectively handle and prioritize multiple tasks.

Self-discipline to organize activities and control work flow.

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MINIMUM QUALIFICATIONS (*continued*):

Ability to work with minimum supervision on a well organized and well controlled basis.

Strong attention to detail.

Ability to manage individuals at all levels and reporting structure towards the successful completion of key business objectives.

Energetic and customer focused.

Must be willing to travel throughout the state on a regular basis.

Must have and maintain a valid driver's license.