

**MEA 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.**

**M 06-21-22**

<b>POSTING DATE:</b>	October 13, 2021
<b>TERMINATION DATE FOR APPLICATIONS:</b>	October 20, 2021
<b>POSITION:</b>	<b>MEMBERSHIP PROCESSOR</b>
<b>COMPENSATION/BENEFITS:</b>	Per ASO/USO Contract Grade F
<b>STAFF RELATIONSHIP:</b>	Responsible to Cynthia McCurtis Membership Supervisor
<b>EMPLOYMENT DATE:</b>	As soon as possible
<b>SEND APPLICATION AND RESUME TO:</b>	<b>Human Resources Department</b> Michigan Education Association 1350 Kendale Blvd., P.O. Box 2573 East Lansing, MI 48826-2573

**BASIC PERFORMANCE EXPECTATIONS:**

Work involves the processing of membership materials and data received by the Association accurately and on a timely basis, and includes data input, billing, training, and developing effective relationships with staff and members; The integrity of the data is directly correlated to the revenue of the organization;

Performance requires knowledge of both a sophisticated membership system, netFORUM and billing system, Billhighway. 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, including the Association's bylaws. Ability to demonstrate a solid understanding of all facets of membership;

Adhere to the strict PCI rules;

Be a resource to staff and members related to membership processing inquiries especially concerning billing and membership system ;

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

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**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;

Research and answer staff , local leader and members' inquiries regarding membership processing and dues collection (by phone, email, and written correspondence);

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

Provide back up to the Field Membership Assistant, Field Assistant or LMC;

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

Send monthly local repayment reports to all IBL units billing local, region, MABO dues;

Act as a point of contact related to local repayment questions;

Serve as a point of contact for Fee Payer questions resulting from the Hudson packet mailing;

Provide and submit financial data to collections agency and appropriate staff and leaders when sending members to collections;

Process exception reports;

Convert former members to Other Bargaining Unit Members in membership system;

Process additions, terminations and changes for membership and billing data. Check reports and statements for accuracy and completeness;

Work closely with Finance Department daily and monthly to post cash and electronic payment receipts for local units and individual members;

Resolve recurring collection problems to assure balances;

Maintain historical and sensitive membership records including Continuing Membership Applications;

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**ASSIGNED DUTIES (continued):**

Send monthly statements to LBL units and handle all inquiries from local related to billing;

Process PAC donations;

Adhere to cash posting and member billing deadlines;

Provide assistance at the Spring and Fall Representative Assemblies;

Process new membership for MEA-Retired and Student MEA;

Assist supervisor at workshops in the field;

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:

- knowledge of the principles and practices of double entry bookkeeping;
- ability to make moderately complex arithmetical calculations;
- considerable knowledge of membership systems;
- keyboard skills;
- ability to operate a personal computer and common office equipment;
- ability to communicate tactfully, courteously and effectively.

**TESTING:**

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

July 9, 2015