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.

DATE OF POSTING: March 17, 2022
TERMINATION DATE FOR APPLICATION: March 24, 2022
POSITION: GROUP SERVICES BENEFIT ADMINISTRATION PROCESSOR
COMPENSATION/BENEFITS: Per SSA Contract
Grade F
STAFF RELATIONSHIP: Responsible to Melanie McCoy
Group Services Manager
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 processing and maintaining enrollment data for the suite of services provided by Group Services; including, but not limited to COBRA administration, dependent audits, open enrollment administration and general administration of benefits. Maintain an understanding of contribution billings and Section 125 rules. Work may involve the set up and maintenance of benefit programs and enrollment rules for all accounts according to the suite of services provided. Work is technical in nature, requires the use of sound judgment in making decisions within limits of standard practices as defined by the wide range of established and evolving policies, rules and instructions.

The employee must demonstrate excellent English usage, grammar, punctuation and spelling skills as well as the ability to develop a thorough understanding of Group Services suite of services, practices, goals and policies.

The position requires knowledge and application of membership eligibility rules, enrollment processes, and underwriting policies and procedures.
BASIC PERFORMANCE EXPECTATIONS (continued):

Employee works under general supervision and frequently works alone, exercising independence within established guidelines.

This position requires the ability to establish and maintain effective working relationships with, but not exclusive to, group contacts, local leaders, members and vendors, as well as staff and management.

Maintain thorough knowledge of all MESSA plans (health, dental, vision, life and LTD) including eligibility rules and enrollment and invoice processing. Understand rating and causes for the changes in rates.

ASSIGNED DUTIES:

Gather requirements, prepare documents and assist the administration of benefits.

Work independently with employers.

Establish and maintain a variety of records.

Create and proof various reports for accuracy and completeness, and initiate action if needed. This includes, but is not limited to, statistical reports and various enrollment reports.

Provide support, assistance, explanation, and resolution to external and internal contacts through effective written and oral communication. This includes, but is not limited to, enrollment issues, benefit changes, and business office website support.

Provide assistance to management at workshops, onsite trainings in the field, etc. for external and internal customers.

Type, duplicate, and distribute notices, agendas, fliers, posters and other materials for the suite of services.

Research and resolve benefit and enrollment issues and discrepancies.

Provide assistance as a project subject matter expert, through input and testing.

Communicate with members regarding enrollment or open enrollment.

Conduct and provide assistance for employers at onsite trainings and field visits.

Assist with Group Services Suite of Services.
ASSIGNED DUTIES (continued):

Moderate travel required.

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

MINIMUM REQUIREMENTS:

High school diploma or its equivalent.

Experience as a Group Services Benefit and Enrollment Processor within the past two years preferred.

Ability to travel.

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

- Demonstrated ability to work collaboratively as a team player to further division and company goals, as well as core values;

- Demonstrated a well-developed ability to draft correspondence which is clear, concise and accurate.

- Considerable knowledge of English spelling, punctuation, and vocabulary;

- Ability to communicate in an effective, tactful, courteous, and respectful manner;

- Ability to perform moderately complex arithmetical calculations;

- Ability to apply good judgment and make solid decisions when presented with a set of facts and rules;

- Knowledge of insurance concepts regarding enrollment and benefit plans;

- Ability to gather and interpret data;

- Keyboard skills;

- Ability to operate a personal computer and common office equipment;
TESTING:

Keyboard (Numbers): 13 npm, 98% accuracy
Keyboard (Typing): 30 wpm, 98% accuracy
Reasoning: 45%
Vocabulary: 70%
Language Skills: 70%
Excel: Pass/Fail

November 6, 2019