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.

This is a TEMPORARY position. Duration is approximately 6 months.

DATE OF POSTING: April 4, 2022
TERMINATION DATE FOR APPLICATION: April 7, 2022
POSITION: GROUP SERVICES COORDINATOR
COMPENSATION/BENEFITS: Per SSA Contract
Grade I
STAFF RELATIONSHIP: Responsible to Hailey Howell
Group Services Billing & Enrollment 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 coordinating and participating in all operations and workflows to process Request for Benefit Implementation (RBI), enrollment and billing for all benefit plans according to contracts and policies. It includes coordinating the initiation, review and verifying of contributions, billing and remittances, plan implementation and benefit program statements and certificate booklets.

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. Employees work under general supervision and frequently alone, exercising independence, while performing tasks as a “working supervisor” within established guidelines.

Perform a variety of tasks to assist in the testing, development and implementation of computer systems, new programs, procedures and policy changes. Serve as liaison with IT and carriers for the various systems. Must have extensive knowledge of Group Services systems, including, but not limited to EBIS, bswift, Blue Cross and Delta Dental. This position has significant responsibility for decisions and final results affecting Group Services activities.
BASIC PERFORMANCE EXPECTATIONS (continued):

This job requires the ability to establish and maintain effective working relations with members, carriers, school business offices, staff and management.

ASSIGNED DUTIES:

Evaluate and make decisions about the accuracy of benefit program set-up, eligibility, billing accuracy, and computer systems.

Plan, direct, monitor, assist and correct Benefit and Enrollment Processors, Support Specialists and Specialty Processors, with regard to work procedures, providing instructions and orientation in work methods, and checking the quality of work performed as a “working supervisor.”

Establish, implement and conduct training programs for internal staff, including, but not limited to new systems and work procedures.  
Make or receive written and verbal communication, including direct contact with members, carriers and school business offices.

Establish and maintain a variety of records and logs.

Participate and assist in Group Services annual processes.

Work both independently and collaboratively to make decisions on processing changes, reports, writing requirements and system enhancements for MESSA’s operating systems.

Act as a Subject Matter Expert (SME) on MESSA projects and initiatives.

Assist with the Suite of Services as needed.

To know and apply basic principles, concepts and methodologies of a Group Services professional and administrative occupation.

Create, maintain and update Group Services workflows.

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

MINIMUM REQUIREMENTS:

High school diploma or its equivalent.

Minimum of two year’s experience as a Group Services Benefit and Enrollment Processor, Support Specialist or Specialty Processor within the last three years.
MINIMUM REQUIREMENTS (continued):

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

- demonstrated knowledge of the membership eligibility rules, underwriting policies, procedures and operations related to the online enrollment and billing system;
- demonstrated ability to use Excel;
- demonstrated ability to organize and prioritize work;
- demonstrated ability to multi-task, prioritize and problem solve;
- demonstrated to apply good judgment in reviewing the work of others and in making decisions about situations for which application is not clearly defined;
- demonstrated ability to make moderately complexed mathematical calculations;
- demonstrated ability to efficiently operate a personal computer and common office equipment;
- demonstrated ability to generate and compose correspondence accurately;
- keyboard skills;
- demonstrated ability to plan, assign and coordinate work of others;
- demonstrated ability to communicate tactfully, courteously and effectively.

TESTING:

Balancing Accounts: Pass/Fail
Coding: 75%
Business Letter: Pass/Fail
Computation: 75%
Decision Making: 70%
Excel: Pass/Fail
Keyboard (Numbers): 12 npm
Keyboard (Typing): 30 wpm, 98% accuracy
Presentation: Pass/Fail
Problem Solving: 45%
Reasoning: 45%

June 22, 2021