

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 52-21-22

DATE OF POSTING: June 2, 2022

TERMINATION DATE FOR APPLICATION:

POSITION: **SWITCHBOARD
RECEPTIONIST/SECRETARY I**

COMPENSATION/BENEFITS: Per SSA/USO Contract
Grade D

STAFF RELATIONSHIP: Responsible to Echo Braden
Associate Manager, Member 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:

This position includes switchboard receptionist and secretarial duties.

The switchboard receptionist work includes serving as a back-up receptionist, which involves rapid operation of an attendant console and providing general information to callers and visitors.

The secretarial work includes typing assignments, filing, sorting and retrieving information.

The work follows established procedures and consists of some complexity and variety, including the skilled operation of a personal computer. Instructions are given on new assignments, although regular assignments may be performed more independently and more initiative may be exercised as experience is gained.

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

ASSIGNED DUTIES:

Operate telephone console with moderately heavy traffic.

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ASSIGNED DUTIES (continued):

Connect callers with proper extension.

Provide general information.

May sign for and accept deliveries.

Greet visitors and provide information directions.

Maintain lobby bulletin boards as needed

Review operation of the attendant console with selected staff.

Notify involved parties of cancellations.

Type general office correspondence and memoranda from copy or verbal directions, and take and type minutes of meetings.

Type reports, minutes, memos, newsletters, letters, FAX cover sheets, address labels and drafts and prepare original correspondence using decisions and input from the supervisor.

Serve as a secretary to a unit, to professional staff or to supervisory staff; receive telephone calls and visitors; provide general information; open and distribute mail.

Operate standard office equipment, including a typewriter, computer, copier, and calculator.

Maintain various records according to prescribed procedures.

File, sort and retrieve information.

Maintain records and operate a filing system.

Perform other job-related duties as assigned.

MINIMUM REQUIREMENTS:

Graduation from a standard high school or vocational school.

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

- knowledge of business English, spelling, punctuation, and arithmetic;
- operate a telephone console with accuracy in an efficient manner;

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MINIMUM REQUIREMENTS (continued):

- ability to answer calls and questions with a clear, well modulated voice to use good grammatical construction;
- ability to operate a personal computer and common office equipment;
- ability to compose and generate letters and other correspondence;
- ability to keep moderately complex records, to assemble and organize data, and to prepare reports from such records;
- ability to communicate tactfully, courteously and effectively.

TESTING:

Keyboard (Typing): 30 wpm, 98% accuracy

Language Skills: 60%

Vocabulary: 60%

February 27, 2020