

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 58-21-22

DATE OF POSTING: July 27, 2022

TERMINATION DATE FOR APPLICATION: August 3, 2022

POSITION: **MEMBER SERVICES
INFORMATION COORDINATOR**

COMPENSATION/BENEFITS: Per SSA Contract
Grade G

STAFF RELATIONSHIP: Responsible to Echo Braden
Associate 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:

The Member Services Information Coordinator must demonstrate exemplary English usage, grammar, punctuation and spelling skills as well as the ability to develop a thorough understanding of Member Services practices, services, goals and policies.

This employee will write initial drafts as well as make recommendations to management staff for improvements in Member Services' written communication, and implement approved changes.

The employee must demonstrate considerable independence within established guidelines.

This job requires the ability to maintain effective working relationships with members, vendors, staff, Member Services' trainers, MESSA's Communications Department and management.

The job requires drafting, reviewing and auditing Member Services' departmental correspondence as well as providing training related to member correspondence.

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ASSIGNED DUTIES:

Author and edit form and content for Member Services' correspondence as well as assist in the development of various materials and correspondence project.

Coordinate the organization, clarification and visual presentation of Member Services initiatives. May be required to present on related topics.

Review, revise, train and provide recommendations for Member Services department letters and staff members' individual correspondence to customers; develop manuals, workflows, and processes; proactively identify topics for member-facing communication vehicles; maintain content in the Member Services shared network areas; act as liaison with MESSA's Communications Department; prepare and maintain necessary records and project tracking documents; and check materials for accuracy, including verifying factual information with the original source when possible.

Participate in planning activities and assist in developing communication strategies for projects and other departmental priorities.

Draft, review and audit departmental correspondence.

Train Member Services employees on related workflows and member correspondence.

Perform other duties as assigned.

MINIMUM REQUIREMENTS:

Associate's Degree with emphasis in marketing, communications, English or journalism, or a four-year degree from an accredited college or university in a related field, or a high school diploma with a minimum of five years of relevant communications experience.

Demonstrated ability to draft professional correspondence which is clear, concise and accurate.

Demonstrated experience and/or training which provide the following abilities, skills and knowledge:

- Exemplary knowledge and command of English usage, grammar, spelling and punctuation
- Excellent written and verbal communication skills as well as outstanding copywriting and proofreading skills
- Exemplary presentation skills
- Ability to coordinate complex mailings and printing projects with Communications Department and other departments as necessary
- Ability to set priorities, juggle multiple priorities and establish appropriate task and project deadlines and meet them
- Sound and mature judgment, especially in crisis situations
- Is capable of thinking creatively and analytically within established guidelines

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TESTING:

Keyboard (typing):	30 wpm, 98% accuracy
Language Skills:	80%
Vocabulary	80%
Proofreading	75%
Business Letter	P/F

Portfolio, including:

- A complete description of related work experience, as set forth in the minimum requirements above, including responsibilities and assigned duties
- Description of one or more projects or initiatives you were involved with, the role you played, and what conclusions and/or recommendations you reached.
- Two examples of professional writing samples, such as published articles in print or online, press releases, blog or other communications you wrote.

January 30, 2020