

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 61-21-22

DATE OF POSTING: August 17, 2022

TERMINATION DATE FOR APPLICATION: August 24, 2022

POSITION: **MEMBER SERVICES TRAINER**

COMPENSATION/BENEFITS: Per SSA Contract
Grade G

STAFF RELATIONSHIP: Responsible to Samara Morgan
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 performs a variety of tasks to assist in the development and implementation of training programs in the Member Services Division.

This position requires the ability to establish and maintain effective working relationships with members, providers, vendors, underwriters, staff , management.

ASSIGNED DUTIES:

Develop and implement training programs within the Member Services Division:

- Develop and conduct training sessions for staff on policies and workflows
- Develop and conduct other training such as communication skills
- Facilitate new position trial period training, as needed
- Provide ongoing and follow-up training for staff
- Recommend standards for successful completion of training, including revisions to standards as appropriate
- Develop and facilitate evaluation tools for training sessions

Prepare and maintain all training materials.

Member Services Trainer
Page 2

ASSIGNED DUTIES (continued):

Provide on-going evaluation and continuous improvement of training programs.

Work closely with Auditors to develop effective training and materials

Maintain up to date knowledge of industry standards

Evaluate work flows

Maintain up-to-date knowledge of industry standards.

Evaluate work flows

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

MINIMUM REQUIREMENTS:

Graduation from a standard high school or vocational school.

Course work or one year of experience in Adult Learning Theory and/or Training.

Three years experience in claims processing within the last 5 years.

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

- knowledge of extensive benefit payment rules, procedures and operations related to the administration of benefits, including technical knowledge of medical terminology;
- * ability to analyze and interpret data to develop meaningful training programs
- ability to apply good judgment in reviewing the work of others and in making decisions about situations for which application is not clearly defined;
- Ability to work well independently and take initiative;
- ability to efficiently operate a personal computer and common office equipment;
- ability to generate and compose correspondence accurately;
- keyboard skills;
- ability to communicate tactfully, courteously, and effectively;

Member Services Trainer
Page 3

TESTING:

Computation:	75%
Keyboard (Numbers):	15 npm
Keyboard (Typing):	30 wpm, 98% accuracy
Language Skills:	60%
Reasoning:	45%
Visual Speed & Accuracy:	80%
Training Demonstration	

June, 2003