

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 01-22-23

DATE OF POSTING: September 19, 2022

TERMINATION DATE FOR APPLICATION: September 26, 2022

POSITION: **FIELD SERVICES ASSISTANT**

COMPENSATION/BENEFITS: Per SSA Contract
Grade G

STAFF RELATIONSHIP: Responsible to RaeNae Palasio
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:

Work is technical in nature and requires knowledge of all MESSA plans and coverages, including implementation and/or cancellation of benefits. Work requires an understanding of how benefit programs are bargained for members. Work also requires knowledge that changes in census may impact rates. Work includes updating accounts and business segments in internal system. Work includes communicating with members, leaders, UniServ directors, accounts, and vendors and providing support services for Field staff. An employee in this position may be responsible for reproducing and distributing moderately large amounts of duplicated materials. Employees work under general supervision and frequently work alone exercising considerable independence.

This job requires the ability to establish and maintain effective working relationships with members, leaders, UniServ directors, accounts, and vendors, as well as other MESSA departments.

ASSIGNED DUTIES:

Maintain thorough knowledge of all MESSA plans (medical, dental, vision, life/AD&D, and long-term disability), including eligibility rules and how enrollment is processed.

Initiate and/or implement changes on existing accounts/groups as well as new and returning accounts/groups, understanding financial and political impacts on accounts and members.

Cancel coverage when notified by an account.

Gather required census data in order to request quotes. Maintain confidentiality of quotes for bargaining purposes.

Update internal system with account activity, including but not limited to entering activities and requests, updating business segments, uploading documents, etc.

Make and receive frequent contact with other MESSA departments, UniServ staff and accounts to answer questions and provide explanation.

Arrange luncheons and dinners for Field staff.

Enter Field staff schedules into spreadsheet and prepare timesheets for Field staff.

Host conference calls for field representatives to provide updates on accounts.
Receive, open, review and handle all incoming mail.

Provide support services for Field staff.

Compose notes in internal system and format letters for vetting purposes for Field staff.

Perform other job related duties as assigned.

MINIMUM REQUIREMENTS:

High school diploma or its equivalent.

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

- ability to be detailed and accurate;
- ability to keep complex records, to assemble, collect and organize data and prepare appropriate forms, records, and reports with speed and accuracy;
- analytical skills, ability to gather and interpret data;
- ability to make arithmetic calculations rapidly and accurately;
- ability to operate a personal computer and common office equipment;
- ability to learn new computer programs;

- considerable knowledge of English, grammar, spelling, punctuation and vocabulary;
- ability to communicate tactfully, courteously and effectively.

TESTING:

Computation:	70%
Decision Making:	70%
Keyboard (Typing):	40 wpm, 98% accuracy
Keyboard (Numbers):	15 npm, 98% accuracy
Language Skills:	70%
Vocabulary:	70%
Visual Speed & Accuracy:	80%
Excel:	P/F

July 16, 2019