

**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 04-22-23**

**DATE OF POSTING:** October 26, 2022

**TERMINATION DATE FOR APPLICATION:** November 2, 2022

**POSITION:** **QUALITY ASSURANCE TEAM LEADER**

**COMPENSATION/BENEFITS:** Per SSA Contract  
Grade H

**STAFF RELATIONSHIP:** Responsible to Samara Morgan  
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:**

Recommends and maintains quality standards and/or provides team leadership within the Member Services department. This position interacts with Member Services staff, as well as other MESSA departments such as Legal and Compliance, Group Services, ITSS and Document Management. This position is responsible for explaining work instructions and checking the quality of work of others.

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

**ASSIGNED DUTIES:**

Evaluate, audit and monitor work of individual Member Services staff including monitoring of telephone contacts, secure messages and providing immediate feedback to diverse staff members.

Collaboratively prioritize team's overall workload with supervisor and assign or schedule work.

Answer questions regarding work procedures, including but not limited to benefits and prescriptions. Provide instruction and orientation in work methods such as time management, desk organization and effective communication skills.

Provide education to Member Services staff regarding claims and covered services.

Communicate with Manager any critical issues as well as issues identified that fall outside of established parameters.

Analyze work processes and make recommendations on improvements to management staff.  
Implement approved changes.

Review, develop and make recommendations on inclusive verbal and written communications.  
Identify issues requiring manual updates and make equitable recommendations to Manager.  
Update manuals and communicate changes to staff.

Responsible for testing system defects and validating that they have been resolved. Provide support and training as needed.

Identify issues with regard to auditing standards and make appropriate recommendations.

Identify reports necessary to evaluate quality issues, review reports, identify trends, and report to the appropriate parties.

Identify training needs, provide follow-up and reinforcement of training, and report on effectiveness of training.

Develop and implement an ongoing, regular communication and reporting process with management staff.

Recommend projects, and organize and take responsibility for approved projects.

Make or receive frequent communications in the form of telephone, mail and direct contacts with other staff, members and providers.

Maintain objectivity and confidentiality.

Review pre-authorizations and determine medical necessity. Work with Health Care Resources staff as required to determine medical necessity.

Serve as front line for escalated member phone calls.

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

### **MINIMUM REQUIREMENTS:**

2 years claims experience in the last 3 years – experience must be specific to Member Services

Experience and training which provides the following knowledge, ability and skills:

- Knowledge of Member Services workflows and procedures.

- Demonstrated ability to organize and prioritize work.
- Demonstrated ability to organize, prepare, analyze and interpret data to find and solve problems and to assist in developing meaningful training programs.
- Demonstrated ability to communicate effectively.
- Knowledge of common office equipment and software used at MESSA.
- Understanding of project management
- Business letter writing skills

Experience and training which provides the following knowledge, ability and skills:

- Demonstrated understanding of adult learning theory
- Demonstrated ability to multi-task, prioritize and problem solve.
- Demonstrated people skills

Ability to build and demonstrate cultural intelligence.

### **TESTING**

Business Letter: P/F  
In-Basket: P/F  
Situation analysis and presentation: P/F

April 21, 2022