

**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 08-22-23**

**DATE OF POSTING:** December 2, 2022

**TERMINATION DATE FOR APPLICATION:** December 9, 2022

**POSITION:** **ASSOCIATE MANAGER**

**COMPENSATION/BENEFITS:** Grade M7

**STAFF RELATIONSHIP:** Responsible to Tanya Pratt  
Director of Field 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

**POSITION SUMMARY:**

Provide overall leadership, guidance and direction in the area of Field Services – Headquarters Operations by supervising and scheduling staff to ensure effective and efficient utilization of resources and technology. Work closely with the Director of Field Services to provide expert support and assistance to the MESSA Field Services staff, with the aim of supporting MESSA’s retention & acquisition strategies and goals. To work cooperatively and effectively with MEA (UniServ Directors, Zone Directors and Executive Office) staff and local leaders by providing superior support and assistance to the field when bargaining MESSA benefit plans and programs. Prioritize and assign work, monitor performance and conduct evaluations, ensure staff are trained and follow procedures, make hiring, termination and disciplinary recommendations.

While performing the duties of this job, the employee is regularly required to work in a stationary position, move about the office spaces, operate computers and other office equipment, and communicate effectively with internal and external parties. The employee will occasionally move materials up to 20 pounds.

## **PRINCIPLE DUTIES AND RESPONSIBILITIES:**

Supervise and schedule Headquarters staff to ensure effective utilization of resources and technology; implement new technologies and methodologies that strategically support retention and acquisition goals.

Assist the Director of Field Services in planning, developing and implementing strategies and programs that support retention and acquisition goals.

Advise the Director of Field Services of critical situations arising in the department as well as concerns of field staff, including UniServ Directors, local leaders, and MESSA accounts.

Develop plans and strategies to improve processes, implement new technologies and methodologies that enhance continuous quality improvement.

Partner across all departments to support organizational-wide mission, vision and goals.

Effectively handle unexpected situations and make calculated judgements in instances where there is no clear policy or procedure in place.

Develop, evaluate and direct Headquarters staff, including labor contract compliance within the department and related personnel actions.

Subject Matter Expert on software, practices and strategies that aids in the services provided to field staff.

Provides support in the development and design of marketing materials, including accuracy of content and monitor the revision and production of marketing materials consistent with MESSA certificates, underwriting guidelines and policies.

Implement strategies to meet departmental goals; provide on-going training to staff; develop and implement workflows and procedures.

Manage implementation and/or cancellation of group benefits; research and resolve complex benefit implementation issues.

Lead and manage significant projects affecting the department, accounts and members in an efficient and effective manner; recommend potential projects.

Develop and maintain effective working relationships with all staff as well as our plan underwriters, consultants and business partners.

Promote and support organizational efforts to maintain a diverse, equitable, and inclusive environment where employees of all backgrounds can grow and thrive.

## **MINIMUM QUALIFICATIONS:**

Bachelor's Degree from a four-year college or university; or one to two years of related experience and/or training; or equivalent combination of education and experience.

Minimum of three to five years of related work experience.

Certification in Life, Health and Accident.

Knowledge, Skills and Abilities:

- Ability to lead and manage projects
- Solid analytical and organizational skills
- Very strong attention to detail
- Ability to manage significant and diverse functions simultaneously
- Effectively respond to constantly changing priorities
- Results oriented and strategic thinker
- Ability to make independent decisions and initiate change
- Ability to establish and maintain effective working relationships with all MESSA staff and management, as well as the public, members and leaders, UniServ staff, school accounts and vendors
- Ability to maintain confidentiality
- Ability to use computers and related software applications; strong technical skills required
- Knowledge and experience with MESSA benefits and programs. Strong communication (verbal and written), presentation and interpersonal skills
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public
- Ability to apply principles of logical thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, equations, graphs, charts, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables

June 29, 2021