

MEA Financial Services 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.

MF 02-22-23

DATE OF POSTING: January 23, 2023

TERMINATION DATE FOR APPLICATIONS: January 30, 2023

POSITION: **SERVICE REPRESENTATIVE FOR INSURANCE PROGRAMS**

COMPENSATION/BENEFITS: Per FSA/USO Contract
Grade G

STAFF RELATIONSHIP: Responsible to Michelle Shipman
Senior Manager, Administration

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
(517) 337-5454 (fax)
jobpostings@mea.org

BASIC PERFORMANCE EXPECTATIONS:

Provide service for MEA-FS products and programs to a variety of customers in person, on the telephone or through written communications. Advise customers of life and long-term care insurance products and the suitability of each. Administer life and long-term care insurance programs and be able to meet timelines, prepare reports and communicate with participants. Work is highly technical in nature and requires ongoing training and extensive knowledge of life and long-term care insurance laws, concepts, coverages and administrative procedures.

This job requires the ability to establish and maintain effective working relationships with members and staff of servicing companies, as well as staff and management.

ASSIGNED DUTIES:

Handle client questions and advise customers regarding options on Life and Long-Term Care coverage, products and changes. Evaluate members' insurance needs. Calculate and quote insurance rates, charges and fees. Bind coverage. Issue policies. Process all necessary forms.

Process additions, terminations, and changes for Life and Long-Term Care insurance data via computer. Check reports and statements for accuracy and completeness. Resolve collection problems to assure balances. Prepare monthly statements to accounts as required.

Provide supplemental administrative support to Paradigm Remittance Processing personnel to include processing forms and remittances, responding to verbal and written instruction and inquiries, creating, maintaining and updating database and spreadsheets, maintaining files, and updating systems as required. Provide support to other life insurance and long-term care personnel.

Assist the supervisor of administrative operations in planning, promoting, advertising, and marketing of both long-term care and life products.

May make unsolicited sales.

Act as liaison for members to servicing companies.

Establish and maintain appropriate files and records.

Handle with tact and sensitivity questions and concerns regarding disability and death claims.

Contact with business offices, Uniserv offices, and members to answer and/or resolve billing coverage and claim-related questions.

Assist in or train other personnel.

Assist in or conduct training of MEA Financial Services Representatives for insurance rating, life insurance and long-term care.

Handle in-house sales presentations and application processing through client visits.

Expected to keep a high level of confidentiality.

Assist in or conduct presentations and workshops in the field.

Check life programming for rate and content accuracy.

May require travel.

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

MINIMUM REQUIREMENTS:

Graduation from a standard high school or vocational school.

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

- must have or must obtain Life and Accident and Health licenses within six months of starting in position;
- minimum of three years experience working in life and long-term care insurance or equivalent experience or training which provides a basic understanding of product concepts and procedures;
- ability to keep complex records, to assemble, collect or organize data and prepare appropriate forms and records with speed and accuracy;
- ability to operate a personal computer and common office equipment;
- knowledge of basic business English, grammar, spelling and punctuation;
- ability to make arithmetical calculations rapidly and accurately;
- excellent communication skills;
- considerable knowledge of the use and application of insurance terminology and underwriting of life and long-term care insurance;

Valid drivers license

TESTING:

Decision Making: 80%
Computation: 80%

9/06