

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 41-22-23

DATE OF POSTING: May 23, 2023

TERMINATION DATE FOR APPLICATION: May 31, 2023

POSITION: **MEMBER SERVICES ASSISTANT**

COMPENSATION/BENEFITS: Per SSA Contract
Grade E

STAFF RELATIONSHIP: Responsible to Brandi Dingey
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
(517) 337-5454 (fax)
jobpostings@mea.org

BASIC PERFORMANCE EXPECTATIONS:

This position involves clerical, administrative and secretarial work for all teams in Member Services including the benefits, claims, disability, nursing and management teams. This position is instrumental in maintaining inventory and ordering of informational and educational member materials as well as distributing mail, voicemail and faxes throughout the department.

This position is part of a small team and requires excellent teamwork and communication skills for successful collaborative multi-tasking and prioritization of work. Employees work under general supervision and frequently exercise considerable independence within the established guidelines. Many of the tasks require meeting specific deadlines to ensure MESSA compliance with underwriting guidelines, including timelines required by law.

Work includes typing assignments, including reports, forms, letters, templates, minutes and records. Work requires proficiency in Microsoft Office Suite, multiple record-keeping systems and mail merges.

Accuracy and confidentiality are very important, with this role routinely handling sensitive data that is member-specific. Errors in daily work product may result in unintended disclosure of protected health information (PHI).

This job includes serving as a back-up receptionist, providing general information to callers and visitors. The position also requires telephone interactions with members and providers.

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

ASSIGNED DUTIES:

Receive, open, and review mail, materials and supplies.

Research, identify and route faxes.

Order, maintain and inventory materials and supplies.

Retrieve and distribute voicemails.

Establish and maintain records and files.

Develop, edit, proofread and review outgoing correspondence including large mailings and mail merges. Accuracy is essential.

Work directly with outside vendors and liaisons to ensure accurate data within reports for outgoing member correspondence.

Type, duplicate, sort, collate, staple and distribute letters, packets, fax cover sheets, address labels and other materials, including certified mail.

Provide a broad range of administrative support for managers and staff.

Contact members, providers and facilities to obtain information.

Serve as a back-up receptionist to receive telephone calls and visitors and provide general information.

Confirm and update contact information in a variety of systems.

Enter data including payee information for direct deposits, survey responses, appeal information and daily hospital admission authorizations.

Record minutes or notes for a variety of meetings, including those that require some understanding of medical terminology and Roberts Rules of Order.

Maintain various clerical, fiscal, and other records according to prescribed procedures.

Maintain and update schedules for staff in the Member Services department including scheduling and planning meetings, sending out notices and agendas for meetings, and preparing meeting rooms.

Operate standard office equipment, including a computer, copier, calculator and several printers.

May sign for and accept deliveries.

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

MINIMUM REQUIREMENTS:

Graduation from a standard high school or vocational school.

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

Desire and ability to build, employ and sustain cultural intelligence in day-to-day operations.

Ability and willingness to work in a team environment as well as autonomously.

Strong attention to detail and accuracy.

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

- Considerable knowledge of English spelling, punctuation, and vocabulary;
- Ability to operate a personal computer and common office equipment;
- Ability to perform arithmetical calculations;
- Ability to communicate tactfully, courteously and effectively;
- Ability to keep moderately complex records, to assemble and organize data, and to prepare reports from such records;
- Ability to identify issues, compare data, investigate, and resolve discrepancies;

April 11, 2023