**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 36-23-24**

**DATE OF POSTING:** June 20, 2024

**TERMINATION DATE FOR APPLICATION:** June 27, 2024

**POSITION: GROUP SERVICES BENEFIT & ENROLLMENT PROCESSOR**

**COMPENSATION/BENEFITS:** Per SSA Contract

Grade G

**STAFF RELATIONSHIP:** Responsible to Hailey Howell

Group Services Billing & Enrollment 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

(517) 337-5454 (fax)

[jobpostings@mea.org](mailto:jobpostings@mea.org)

**BASIC PERFORMANCE EXPECTATIONS:**

Work involves processing enrollment data accurately and on a timely basis. Maintain an understanding of contribution billings and Section 125 rules. Work involves the set up and maintenance of benefit programs defining eligibility and enrollment rules for all accounts according to contracts and policies. Work is technical in nature, requires the use of sound judgment in making decisions within limits of standard practices as defined by the wide range of established and evolving policies, rules and instructions.

The position requires knowledge and application of membership eligibility rules, enrollment processes, and underwriting policies and procedures.

Employee works under general supervision and frequently works alone, exercising independence within established guidelines.

This position requires the ability to establish and maintain effective working internal and external relationships with, but not exclusive to, employers, local leaders, members and vendors, as well as staff and management.

**ASSIGNED DUTIES:**

Process additions, terminations and changes for enrollment for all programs. This includes reviewing for accuracy and completeness.

Collect information regarding, and required to, process requests for benefit implementation, including but not limited to, defining account set up and maintaining benefit programs, group contact files, enrollment and eligibility rules and rate tables;

Create and proof various reports for accuracy and completeness, and initiate action if needed. This includes, but is not limited to, statistical reports and various enrollment reports.

Provide support, assistance, explanation, and resolution to external and internal contacts through effective written and oral communication. This includes, but is not limited to, enrollment issues, benefit changes, and business office website support.

Work independently with employers.

Provide assistance at workshops, onsite enrollment visits in the field, etc. for external and internal customers.

Research and resolve benefit and enrollment issues and discrepancies.

Provide assistance as a project subject matter expert, through input and testing.

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

**MINIMUM REQUIREMENTS:**

High school diploma or its equivalent.

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

* Demonstrated ability to work collaboratively as a team player to further division and company goals, as well as core values;
* Demonstrated a well-developed ability to draft correspondence which is clear, concise, and accurate;
* Considerable knowledge of English spelling, punctuation, and vocabulary;
* Ability to communicate in an effective, tactful, courteous, and respectful manner;
* Ability to perform moderately complex arithmetical calculations;
* Ability to maintain effective working relationships with internal and external contacts;
* Ability to apply good judgment and make solid decisions when presented with a set of facts and rules;
* Knowledge of insurance concepts regarding enrollment and benefit plans;
* Ability to gather and interpret data;
* Ability to gather and interpret data;
* Keyboard skills;
* Ability to operate a personal computer and common office equipment;

October 26, 2022