

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-08-24-25

DATE OF POSTING: October 30, 2024

TERMINATION DATE FOR APPLICATION: November 6, 2024

POSITION: **LEGAL AND COMPLIANCE
DEPARTMENT COORDINATOR**

COMPENSATION/BENEFITS: Minimum compensation \$23.34

STAFF RELATIONSHIP: Responsible to Sandi Nelson
Legal and Compliance Department 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:

Work involves coordinating and participating in operations and workflows for the Legal and Compliance Department (LAC) work such as OptionALL Section 125 program, appeals/grievances, subrogation, HIPAA, subpoenas, claims data reporting and request for proposals. Must have extensive knowledge of these operations and workflows.

Employee will work under general supervision and frequently alone, exercising independence, while performing tasks as the Legal and Compliance Department Coordinator within established guidelines. This position has significant responsibility for decisions and results affecting LAC activities.

Prioritize LAC staff overall workload with management and assign or schedule work. Audit, train, and monitor work of LAC Assistant and Secretary II staff and provide feedback to management.

Perform a variety of tasks to assist in the testing, development and implementation of LAC systems, new programs, procedures, and policy changes.

This job requires the ability to establish and maintain effective working relations with members, carriers, school business offices, staff, and management.

Legal and Compliance Department Coordinator

ASSIGNED DUTIES:

Evaluate and make decisions about the accuracy of benefit program set-up, eligibility, claims accuracy, and computer systems.

Monitor, provide instruction, assist, and correct LAC Assistant and Secretary II regarding training on the following; work procedures, training work methods, and check quality of work as the Coordinator.

Establish, implement, and conduct training programs for the LAC Assistant and Secretary II including, but not limited to new systems and work procedures. Create, maintain, and update LAC workflows. Analyze work processes and make recommendations on improvements to management. Implement approved changes.

Answer questions regarding work procedures, including but not limited to HIPAA, subpoenas, appeals, FSA processing and subrogation. Provide instruction and train on work methods such as time management, desk organization and effective communication skills.

Make or receive frequent written and verbal communication, including direct contact with management, providers, members, carriers, and school business offices. In addition, review, develop and make recommendations on written communications. Work both independently and collaboratively to make decisions on processing changes, reports, writing requirements and system enhancements for MESSA's operating systems.

Identify issues requiring manual updates and make equitable recommendations to management. Update manuals and communicate changes to staff.

Establish and maintain a variety of records and logs.

Participate and assist in LAC annual processes and audits.

Act as a Subject Matter Expert (SME) on MESSA projects and initiatives. Recommend projects and organize and take responsibility for approved projects.

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

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

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

Maintain objectivity and confidentiality.

Serve as front line for escalated member and provider phone calls.

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

MINIMUM REQUIREMENTS:

High school diploma or its equivalent.

Minimum of 2 years' experience in LAC within the last 3 years.

Experience in the development and implementation of Legal and Compliance computer systems.

Demonstrated experience in Section 125 rules, procedures, processing, and enrollment.

Experience with appeals/grievance.

Demonstrated ability to organize, prioritize work, multi-task and problem solve.

Ability to apply good judgment in reviewing the work of others and in making decisions about situations.

Ability to make moderately complexed mathematical calculations.

Ability to plan, assign and coordinate work of others.

Ability to communicate tactfully, courteously, and effectively.

TESTING:

Presentation P/F

8/14/2024