

**MEA-FS 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 01-24-25**

**DATE OF POSTING:** February 11, 2025

**TERMINATION DATE FOR APPLICATION:** February 15, 2025

**POSITION:** **Insurance Manager Assistant**

**COMPENSATION/BENEFITS:** Grade M6

**STAFF RELATIONSHIP:** Reports to Bruce Reaume  
MEA-FS Executive Director

**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)

**BASIC PERFORMANCE EXPECTATIONS:**

Actively market insurance products to the MEA membership through various channels. Represent the corporation with respect to the service of insurance products at external membership meetings, conferences, new member engagement meetings, etc. Build relationships within the MEA/MESSA/MEA Financial Services family of companies in order to foster new insurance business and maintain the current. Work is highly technical in nature and requires ongoing training and extensive knowledge of insurance laws, concepts, coverages and procedural skills. The individual must be able to perform all aspects of the work required in the department.

The incumbent must be able to participate in all stages of the administration of life insurance and property and casualty insurance for both commercial and personal lines.

Work involves the operation of a computer to process life insurance, and property/casualty data accurately and on a timely basis. Performance requires knowledge of a sophisticated on-line IT system and a detailed understanding of underwriting policies and procedures as established.

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

**ASSIGNED DUTIES:**

Assist with member engagement events and the promotion of MEAFS insurance products via presentations and workshops in the field which will involve extensive travel outside of normal working hours.

Assist with agency marketing initiatives.

Obtain information for corporate policy renewals, and ensure premium payments are received.

Provide Certificates of Insurance upon request.

Assist in managing Epic agency management system functionality.

Assist with recruiting of potential property and casualty licensed agents.

On board new employees and assist in training and mentoring for all employees including MEA Financial Service Representatives. Spot check work for accuracy.

Assist in the implementation and oversight of special projects.

Serve as proxy manager when needed i.e. approval of staff request for time off.

Be goal focused and customer service oriented to help foster a positive working environment.

Provide feedback to management in areas of concern or improvement of processes.

Serve as backup for monthly Auto Owners membership verification files.

Support external Financial Services Representatives who offer property and casualty insurance.

When needed, perform functions of a Service Representative III including but not limited to taking calls in the queue, and quoting new and existing policies, policy changes, and assist with complex calls if needed.

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

## **MINIMUM REQUIREMENTS:**

Bachelor's Degree from an accredited college or university in a related field with two to four years of related experience and/or training; or equivalent combination of education and experience.

Minimum of three years of experience with Property/Casualty Insurance. Experience must be within the last five years.

Property and Casualty license.

Life and Health license.

Must complete 24 CE credits in the insurance field, including 3 CE credits in Ethics every 24 months.

### Knowledge, Skills and Abilities:

- Allow for a flexible after-hours work schedule.
- Ability to travel after work or on the weekends to attend member engagement events throughout the state.
- Ability to maintain a high-level of confidentiality.
- Highly motivated in a sales presentation.
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to quote with multiple product lines with several carriers.
- Ability to read, analyze, and interpret complex documents.
- Strong interpersonal skills.
- Ability to delegate work.
- Ability to motivate staff.
- Provide exceptional customer service.
- Ability to manage and properly use Outlook mail, Vista time, Avaya call tracking, Board Effects, SignNow, CIS, Global Relay, or other platforms that may be implemented.
- Proficient in Microsoft Office Suite applications, including Word, Excel and PowerPoint.
- Strong typing skills.
- Ability to multi-task, stay organized, maintain consistent follow-through and meet deadlines.
- Good driving record and valid driver's license.