**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 02-24-25**

**DATE OF POSTING:** April 21, 2025

**TERMINATION DATE FOR APPLICATIONS:** April 28, 2025

**POSITION:** S**ERVICE REPRESENTATIVE III - INSURANCE**

**COMPENSATION/BENEFITS:** Per FSA/USO Contract

Grade G

**STAFF RELATIONSHIP**: Responsible to Amy Lothschutz

Sr. Manager Insurance Products

**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:**

Represent the corporation with respect to the service of all products to a variety of customers through the use of phone and mail correspondence. Work is highly technical in nature and requires ongoing training and extensive knowledge of insurance or investment 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 the property and casualty insurance for both commercial and personal lines.

Work involves the operation of a computer to process life insurance, long term care 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:**

Calculate and quote insurance rates, charges fees, etc for Personal and Commercial Lines of insurance, life insurance and long term care.

Bind coverages.

Make changes on existing accounts.

Act as liaison for members to servicing companies.

Take loss reports.

Issue policies.

Handle customer questions and advise members regarding options on coverage, products and changes.

Process all necessary forms in a timely manner.

Establish and maintain appropriate files and records.

Assist in or conduct the training of MEA Financial Services Representatives for P and C, life insurance and long term care.

Assist in or train other personnel.

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

**MINIMUM REQUIREMENTS:**

Graduation from a standard high school or vocational school.

Minimum of three years Property & Casualty insurance; recent experience preferred.

Must have or must obtain Property & Casualty and Life & Health licenses within trial period.

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

● considerable knowledge of the use and application of insurance terminology and underwriting of Property & Casualty and Life & Health insurance;

● ability to make independent decisions and accurate arithmetic calculations;

● ability to operate a personal computer and common office equipment;

● ability to communicate tactfully, courteously, and effectively including the composition of effective business communications;

● ability to keep complex records;

● ability to maintain absolute confidentiality.

**TESTING:**

Visual Speed & Accuracy: 80%

Computation: 80%

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