

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-41-24-25

DATE OF POSTING:	July 23, 2025
POSITION	GROUP SERVICES SUPPORT SPECIALIST
COMPENSATION/BENEFITS:	Minimum compensation: \$19.83
STAFF RELATIONSHIP:	Responsible to Associate Manager, Group 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

BASIC PERFORMANCE EXPECTATIONS:

Work involves processing enrollment data accurately and on a timely basis. It requires the use of sound judgment in making decisions within limits of standard practice as defined by the wide range of established and evolving policies, rules and instructions.

This position requires knowledge and application of contribution billings, payment processing, membership eligibility rules, enrollment processes, underwriting policies and procedures, and bookkeeping.

Work involves maintenance of information in billing systems; knowledge and use of technical applications; billing software operating systems; internet and intranet; and assist with vendor comparison and audit findings.

This position requires the ability to establish and maintain effective working relationships with, but not exclusive to, group contacts, local leaders, consultants, affiliates, 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.

Initiate and verify contribution billings for all MESSA benefit programs. Post cash receipts and direct pay remittances, balance daily cash and month-end. Process electronic billings and fund transfers. Determine account balance adjustments for school business offices and direct pay remittances. Make contact with school business offices regarding collections.

Create and proof various reports for accuracy and completeness, and initiate action if needed. This includes, but is not limited to, Accounts Receivable and billing reports, aging or Accounts Receivable, and bookkeeping.

Provide support, assistance, explanation, and resolution on account status to external and internal contacts through effective written and oral communication. This includes, but is not limited to, billing, cash application, collections and enrollment.

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

Provide assistance to management at workshops, onsite trainings in the field, etc. for external and internal customers.

ASSIGNED DUTIES (continued):

Assist with vendor comparison and audit findings.

Develop and maintain billing records and other financial records.

Reconcile various accounts.

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

MINIMUM REQUIREMENTS:

High school diploma or its equivalent.

Experience in accounts receivable, billing or bookkeeping;

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;
- Ability to communicate in an effective, tactful, courteous, and respectful manner;
- Ability to perform moderately complex financial account reconciliations and arithmetical calculations;
- Knowledge of English, spelling, punctuation and vocabulary;
- Knowledge of accounting principles and practices;
- Knowledge of billing systems, internet and databases;
- Ability to apply good judgment and make solid decisions when presented with a set of facts and rules;
- Keyboard skills;
- Ability to operate a personal computer and common office equipment.

June 27, 2017