

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-48-24-25

DATE OF POSTING:	August 19, 2025
TERMINATION DATE FOR APPLICATION:	August 26, 2025
POSITION	Field Services Information Coordinator
COMPENSATION/BENEFITS:	Minimum Compensation \$20.97
STAFF RELATIONSHIP:	Responsible to Echo Braden Associate Manager, Field 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:

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The Field Services Information Coordinator must demonstrate exemplary English usage, grammar, punctuation, and spelling skills as well as the ability to develop a thorough understanding of Field Services practices, services, goals, and policies.

This position will be responsible for making recommendations to management staff for improvements in Field Services' written communications and implementing approved changes. The employee must demonstrate considerable independence within established guidelines. This job requires the ability to maintain effective working relationships with vendors, Field Services staff, and management, and MESSA's Communications department. The position requires drafting, reviewing and auditing Field Services' departmental correspondence, as well as providing training related to member and account-facing correspondence.

ASSIGNED DUTIES:

Create and edit forms and content for Field Services departmental correspondence as well as assist in the development of various materials and communication updates for organization-wide projects and initiatives.

Participate in planning activities; assist in developing a communications strategy with our Field Representatives and accounts, as well as assist with strategies for projects and other departmental priorities.

Coordinate the organization, clarification, and visual presentation of Field Services department initiatives, as well as presenting on related topics.

Draft, review, revise, and audit Field Services department letters and staff members' individual correspondence to accounts. Develop and maintain manuals, workflows, and processes.

Maintain Field Services shared network areas; act as liaison with MESSA's Communications department; upload, archive and review electronic libraries as well as printed stock. Add, maintain, and update content for MESSA Web site and Intranet.

Prepare and maintain necessary records and project tracking documents, and check materials for accuracy, including verifying factual information with the original source when possible.

Train Field Services' employees on related workflows and member- and account-facing correspondence.

Responsible for serving as a resource and backup to the Field Services secretary.

Perform other duties as assigned.

MINIMUM REQUIREMENTS:

Associates Degree with emphasis in written communication, or a four year degree from an accredited college or university in a related field.

Demonstrated a well-developed ability to draft correspondence which is clear, concise, and accurate.

Demonstrated experience and/or training which provide the following abilities, skills and knowledge:

- Exemplary knowledge and command of English usage, grammar, spelling and punctuation
- Possess strong written communication skills
- Exemplary presentation skills
- Ability to coordinate complex mailings and printing projects with Communications Department
- Ability to set priorities, juggle multiple priorities and establish appropriate task and project deadlines and meet them
- Sound and mature judgment, especially in crisis situations
- Ability to communicate tactfully, courteously and effectively

TESTING:

Portfolio, including:

- Copy of degree and transcripts
- A complete description of related work experience, as set forth in the minimum requirements above, including responsibilities and assigned duties

- Description of one or more projects you were involved with, the role you played, and what conclusions and/or recommendations you reached.
- Two examples of business letters or articles or communications you wrote
- An example of a Word document you've created
- An example of an Excel spreadsheet you've created

August 25, 2023