

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 4-25-26

DATE OF POSTING:	December 2, 2025
TERMINATION DATE FOR APPLICATION:	December 11, 2025
POSITION:	Associate Manager – Member Services
COMPENSATION/BENEFITS:	Grade M7
STAFF RELATIONSHIP:	Responsible to Tim Dawkins, Benefits 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

POSITION SUMMARY:

Responsible for coordinating and supervising Member Services staff engaged in processing high-volume transactions, such as: phone calls, answering claims and benefit questions, billings, applications, processing claims and grievances, secure messages, and pre-authorization requests. Manage day-to-day activities such as documenting departmental procedures and processes, analyzing medical and prescription benefit and policy changes, and recommending communication strategies. Prioritize and assign work, monitor performance and conduct evaluations, ensure staff are trained and follow procedures, make hiring, termination and disciplinary recommendations. Identify, research, analyze data, and provide recommendations based on results of the data. Build strong relationships with internal departments, underwriters and outside vendors. Communicate with members and providers. Responsible for resolving complex member issues.

While performing the duties of this job, the employee is regularly required to work in a stationary position, move about the office spaces, operate computers and other office equipment, and communicate effectively with internal and external parties. The employee will occasionally move materials up to 20 pounds.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

Lead and supervise staff members by prioritizing and assigning work; monitoring performance; conducting performance evaluations; ensuring training; enforcing policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations to director.

Coordinate, supervise, and evaluate day-to-day operations of an assigned program; ensure compliance and serve as a liaison with applicable internal and external vendors. Work closely with underwriters, including medical and disability underwriters.

Assist staff with normal claims and benefits questions, unusual or difficult billing, benefit application, and/or benefit claim situations and escalate as needed.

Review and analyze claims data and provide recommendations for benefit changes; ensure accuracy of changes and new benefit implementations, request and interpret patients' clinical chart notes to approve or deny appeals. Help enforce compliance with state and federal legislation.

Plan and forecast daily, monthly and yearly staffing needs to ensure adequate coverage for all work.

Track and manage employees' time through the time-keeping system. Approve employee's weekly schedule, approve or deny vacation and personal leave requests, and schedule adjust forms.

Participate in corporate projects as the business manager and/or subject matter expert; assist in the management of department resources on corporate projects; assist business lead in making educated decisions on corporate projects.

Collaborate with internal IT departments and vendors to recommend and implement web enhancements, as well as troubleshoot and escalate user issues.

Maintain knowledge of projects and quality management, call center, benefit claims, and disability manager duties; possess skills and abilities to lead/assist in departments as necessary.

Manage the annual escheats financial process and submit the appropriate financial files and payments for abandoned and unclaimed property to ensure compliance with this state mandate.

Analyze medical and prescription benefit and policy changes and recommend communication strategy.

Promote and support organizational efforts to maintain a diverse, equitable, and inclusive environment where employees of all backgrounds can grow and thrive.

MINIMUM QUALIFICATIONS:

Bachelor's Degree or equivalent from a four-year college or university in a business-related field; or Associate's degree with five years of related experience and/or training.

Minimum of three years of related experience.

Knowledge, Skills and Abilities:

- Demonstrated ability in using computers and related software applications.

- Ability to prepare and interpret reports, manuals, procedures and training sessions.
- Demonstrated knowledge of customer service and supervisory principles.
- Ability to delegate and prioritize work. Ability to monitor and evaluate employees.
- Knowledge of insurance terminology and applicable benefit plans.
- Ability to communicate technical information to a non-technical audience.
- Effective interpersonal, oral and written communication skills.
- Ability to maintain positive working relationships with external vendors.
- Ability to read, analyze, and interpret technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the educational community.
- Ability to apply principles of logical thinking to a wide range of intellectual and practical problems. Ability to deal with a variety of abstract and concrete variables.

12/2/2025