

**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-18-25-26

**DATE OF POSTING:** July 2, 2026  
**TERMINATION DATE FOR APPLICATION:** July 10, 2026  
**POSITION:** Secretary II – Group Services  
**COMPENSATION/BENEFITS:** \$21.21, plus paid holidays and a comprehensive benefits package.  
**STAFF RELATIONSHIP:** Responsible to Group Services Manager  
**EMPLOYMENT DATE:** As soon as possible  
**SEND APPLICATION AND RESUME TO:** Human Resources Department  
1350 Kendale Blvd  
P.O. Box 2573  
East Lansing, MI 48826-2573  
**(517) 337-5454 (fax)**  
jobpostings@mea.org

**Position Summary:**

Provide administrative support for group services staff. Assist with information gathering that is used during the life insurance claim process. Work involves calculation of life insurance rates and determining costs. Responsible for all stages in the reproduction and distribution of moderately large amounts of materials.

This job requires the ability to establish and maintain effective and inclusive working relationships with employees, employers, beneficiaries, members, and providers.

**Essential Job Functions:**

*An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the job-related duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Gather details and documentation used in pre-processing applications and claims paperwork related to life insurance policies for current, former, retired, and disabled members. Process long term disability closed claims reports.

2. Process beneficiary changes and life insurance coverage confirmations.
3. Use the underwriter's website to retrieve claim status documentation and run weekly reports which are used to process life insurance election paperwork and provide correspondence to the employer.
4. Arrange the creation, distribution, and archiving of life and LTD insurance certificate booklets to fulfil requests from both internal and external customers.
5. Process overage dependent reports and submissions. Correspond with MESSA's medical director on related matters.
6. Answer questions from the underwriter about details related to specific life insurance claims. Request information from employers, family members or beneficiaries related to questioned claims. Perform Lost Policy searches and process life insurance underwriting reports for MESSA's life insurance underwriter.
7. Monitor and respond to all Group Services shared email correspondence. May require forwarding to appropriate staff.
8. Answer and return phone calls. Investigate and address all returned mail.
9. Provide general clerical assistance to the department.
10. Maintain a comprehensive filing system, handle confidential and highly sensitive documents. Ensure information is accurate and up-to-date, and process information requests according to established procedures.
11. Assist legal and compliance with gathering information used during the overage dependents appeal process.
12. Perform other job-related duties as assigned.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

*The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.*

- A high school diploma or equivalent is required.
- Knowledge of correct spelling, English usage, grammar and punctuation skills.

- Thorough knowledge of general office operations and administrative procedures and practices.
- Knowledge of the structure, policies, procedures, and regulations of MESSA.
- Excellent customer service skills, including responding diplomatically to customer questions and complaints.
- Intermediate level proficiency in the use of office equipment and technology, including computers and related software, and ability to utilize new technologies.
- Maintain and prepare accurate records, reports, notices, memos and letters in a timely manner.
- Ability to establish effective working relationships and use good judgement, initiative and resourcefulness when dealing with the public, members, vendors, leaders, and employees.
- Ability to critically assess situations, problem-solve, exercise a high degree of diplomacy, and work effectively under stress, within deadlines and changes in work priorities.

**Physical Demands and Work Environment:**

*The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email, or in person, and move around the office to travel to other locations. The employee must occasionally lift and/or move items of moderate to heavy weight. The noise level in the work environment is usually quiet.

Last Updated: January 1, 2025