# MEMBER SERVICES PROGRAM SPECIALIST

## **General Statement of Duties**

Performs a variety of administrative and clerical duties, primarily related to program management, requiring substantive knowledge of SEANC operations and considerable independence in managing special assignments or projects

**Distinguishing Features of the Class**

Examples of work performed by the position assigned to this classification include:

A wide variety of correspondence and public contact with members, and potential members, maintenance of accurate Purchasing Power and MetLife Legal records for SEANC members on an automated system; and accountability for continuous Purchasing Power and MetLife Legal system evaluation and efficiency improvements. Examples of work performed by the position assigned to this classification include variety of correspondence and public contact with members, potential members, maintenance of accurate Purchasing Power and MetLife Legal records for SEANC members on an automated system, accountability for continuous Purchasing Power and MetLife Legal system evaluation and efficiency improvements. Work involves extensive contact with the Purchasing Power and members, MetLife Legal and members, Theme Parks, processing electronic tickets, and other member discounts. Work requires tact and diplomacy in public contact, as well as ability to process necessary information in a timely manner. This employee must have substantive knowledge of committees and staff activities as it relates to the overall organization procedures and philosophy. Guides for completing tasks may be limited in some cases; therefore, requiring use of sound judgment in selecting the appropriate course of action, as well as working with varied complex records and files; and strong staff support skills to the Director. Work is supervised by the Director of Member Services and is evaluated through conferences, accuracy and completeness of records and observation of work results obtained, will assume administrative and supervisory responsibilities as assigned by the Director of Member Services.

**Duties and Responsibilities**

**Essential Duties and Tasks**

* Benefits Specialist serves as the staff liaison in conjunction with the Director of Member Services. Purchasing Power.
* Responsible for the Purchasing Power and MetLife Legal programs, which includes corresponding with members by telephone and emails related to members’ problems and concerns related the Purchasing Power and MetLife Legal programs.
* Responsible for working with Purchasing Power directly to resolve issues when needed.
* Reviews monthly Purchasing Power delinquent report, reviews each member’s contract status, returns report back to Purchasing Power monthly.
* Assists members registering on the Purchasing Power website.
* Facilitates weekly conference call with Purchasing Power to resolve ongoing member issues.
* Assist with processing theme park tickets sold directly through the SEANC Office, including processing credit card payments and mailing/emailing tickets to members.
* Processes refund requests for programs deduction overpayments from non-electronic payrolls.
* Handles updating membership records per reports from school payrolls.
* Ensures that members who work at 8, 9, 10 and 11 month schools are properly updated in the data system.
* Serves as backup to the Member Services Program Specialists in their varied duties. Reports Directly to the Director of Member Services.
* Corresponds in a timely manner to calls and emails from members to quickly resolve any deduction errors, order problems or general issues.
* Corresponds to general questions regarding the Purchasing Power and MetLife Legal programs and promotes the program to our members.
* Responsible for processing the Purchasing Power payroll error reports for all BEACON and other payroll units.
* Works with Purchasing Power to ensure refund requests are valid and processed by Purchasing Power in a timely manner. Communicates with members regarding the status of their refunds and resolution of their issues.
* Ensures that Purchasing Power and MetLife Legal marketing materials are current and accurate, following approval from the Director of Member Services.
* Prepares monthly MetLife Legal report of active deductions to be submitted with monthly MetLife invoice.
* Runs various reports as needed.
* Reports directly to the Director of Member Services.

**Shared with Other Specialists:**

* Assists with the resolution of invalid mailing addresses.
* Provides discount materials for Member Relations Representative to promote to our members and non-members across North Carolina.
* Make address changes per calls from members.
* Mails discount materials to members per phone and email request.
* Assists members in navigating the SEANC website and the Perks website to locate discounts.

**Recruitment and Selection Guidelines**

**Knowledge, Skills, and Abilities**

* Ability to demonstrate skills in Word, Excel, and PowerPoint.
* Considerable knowledge of office practices and procedures.
* Considerable knowledge and ability to use correct grammar, vocabulary, and spelling.
* Ability to plan and organize, and review workflow and procedures and arrange work priorities, which come from multiple directions.
* Ability to maintain work standards for an efficient office operation.
* Ability to schedule and coordinate a variety of appointment, meetings, and other committee activities.
* Ability to compose independently following established guidelines
* Ability to type with accuracy and operate a variety of software programs on automated equipment.
* Ability to use judgment in organizing and establishing arrangements and formats.
* Ability to organize and effectively process and maintain SEANC records and file activities.
* Ability to establish and maintain effective working relationships with a wide variety of groups and individuals.
* Ability to communicate effectively in oral and written forms.
* Ability to use computers, calculator, adding machine, and related office equipment such as use of the scanner, and applications used to process data.

**Additional Job Duties**

* Perform related duties as required and or assigned.
* Separate dues, Purchasing Power, EMPAC, and MetLife Legal deductions received, and ensure all payments equals the amounts received from agencies.

**Physical Requirements**

* Must be able to physically perform the basic life operational functions of fingering, talking, hearing, and repetitive motions.
* Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force frequently or constantly to lift and move objects.
* Must have the visual acuity to work with data and figures to perform accounting tasks to operate a computer terminal, and to check work for accuracy and thoroughness

**Desirable Education and Experience**

Graduation from a two-year business school with three years of secretarial or office assistant duties or graduation from high school with a concentration in secretarial or business courses and responsible secretarial or clerical experience. An equivalent combination of education and experience will be considered.

State Employees Association

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