

Position Posting: Member Support Specialist

Missouri NEA is seeking applicants for the position of Member Support Specialist. This role is to support and assist UniServ Directors (professional field staff), local association officers, leaders, and members to organize and maintain strong, effective local associations.

How to Apply: Qualified applicants must complete the attached application and attach a cover letter, resume, and at least three references. Completed applications must be emailed to careers@mnea.org.

The position will remain open until filled.

Location: St. Louis Regional Office, 955 Gardenview Office Parkway, St. Louis, MO 63141

Effective Date: As soon as possible.

Qualifications:

- Strong verbal and written communication skills,
- Proficiency with computer programs and technology including Microsoft Office, cloud- based software, and databases,
- Strong organizational skills, ability to multi-task, ability to meet deadlines, ability to work as a team, and detail oriented,
- Ability to communicate and collaborate with Association members, local leaders, and fellow staff, both in person and on the phone in a professional manner at all times,
- Strong customer service and interpersonal skills with active listening and the ability to de- escalate and assist members with problem-solving, and
- Maintain member confidentiality at all times.

Position Responsibilities:

Member Support

- Provide member support to assigned locals including accurately processing and regularly updating membership requests, records and cancellations, and communicating membership changes to the local in a timely manner,
- Audit and verify membership records for accuracy and update on a regular basis to maintain an accurate membership database and local rosters,
- Ensure current active pay method is in place and work collaboratively with relevant staff to correct issues and address potential problems in a proactive approach,
- Work with relevant staff to communicate with local employer payroll departments with additions/changes to annual payroll list where payroll deduction is authorized by a local collective bargaining agreement and MNEA policy.

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UniServ/Local Support

- Provide support to UniServ Director in assigned locals including, but not limited to, maintaining local-specific dues information, developing, and sending rosters, calculate membership potential, updating training documents, preparing and assembling bargaining materials (including salary projections) and other requested reports for local leaders,
- Assist, as directed, in maintaining data entry for local support research projects including, but not limited to, the statewide salary database and reporting system,
- Provide support to the assigned UniServ Director(s) and Organizer(s), including, but not limited to, building out materials for special projects, printing and assembling training materials, and on-site membership recruitment.

General Support

- Provide support to managerial staff as assigned,
- Develop and maintain proficiency in the use of assigned hardware and software,
- Perform necessary routine duties in a timely manner including, but not limited to, answering the phones, texts, mail, and emails; submitting of expense vouchers and time-keeping reports (hours worked and leave requests),
- Ordering and maintaining office supplies when assigned,
- Function as building contact for maintenance and other building issues when assigned,
- Serve as backup to assigned Member Support Specialist team member,
- Serve as backup to other Member Support Specialists as needed at the request of fellow staff and/or MNEA management,
- Perform other duties as assigned by MNEA management.

Compensation and Benefits:

This is a bargaining unit position within the Missouri Staff Organization bargaining unit. All salary and benefits are subject to union contract negotiations. The current salary schedule allows placement between \$39,768 and \$52,924. The agreement provides for an eleven (11) step schedule currently maxed at \$66,017. Employer-provided health, dental, and life insurance; employee/family dental and employee life insurance currently 100% employer paid; employee only health currently 100% paid, dependent/spousal coverage currently partially subsidized. 100% employer-funded defined contribution pension plan equal to 21% of gross salary. Generous leave benefits include paid sick, paid time off (vacation, personal), paid parental and catastrophic medical illness leave. The ability to work on behalf of over 30,000 educators and education support professionals, helping them provide a high-quality education to all Missouri students regardless of race, background, or zip code.

Missouri NEA is an Equal Opportunity Employer.

MISSOURI NEA

1810 EAST ELM STREET, JEFFERSON CITY, MO 65101 • 1-800-392-0236

APPLICATION FORM – PROFESSIONAL OR ASSOCIATE STAFF POSITION

(You are not required to furnish any information which is prohibited by federal, state, or local law.)

(Candidates selected for interviews may be subject to background checks.)

Last Name	First Name	Middle Name			
Home Address		City	State	Zip	Home Phone
Email Address					Cell Phone

Position for which you are applying

SECTION I, II & III ARE INTENDED TO SUPPLEMENT THE INFORMATION PROVIDED BY YOUR RESUME. IF INFORMATION REQUESTED BELOW IS ALREADY INCLUDED IN YOUR RESUME, SIMPLY INDICATE "SEE RESUME" IN SPACE PROVIDED.

I. Employment Experience (Please start with your present/most recent position.)

A.	Employer		Address		
	City	State	Zip Code	Area Code	Telephone No.
	Kind of Business		Employed from to		
	Title		Compensation		
	Nature of Work				
	Name and Title of Supervisor				
	Reasons for Leaving or Desiring to Change				

B.	Employer		Address		
	City	State	Zip Code	Area Code	Telephone No.
	Kind of Business		Employed from to		
	Title		Compensation		
	Nature of Work				
	Name and Title of Supervisor				
	Reasons for Leaving or Desiring to Change				

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C. Employer		Address		
City	State	Zip Code	Area Code	Telephone No.
Kind of Business		Employed from _____ to _____		
Title		Compensation		
Nature of Work				
Name and Title of Supervisor				
Reasons for Leaving or Desiring to Change				

II. Education

Highest Level of Education Completed:				
High School:			Location	
College/Graduate School:				
Name/Location	From	To	Degree	Major

III. Activities

Membership in professional or job-related organizations (you may exclude racial, religious and nationality groups):
List hobbies and extracurricular activities you enjoy.
Publications, professional licenses or special honors or awards:
What qualifications, abilities, and strong points will help you succeed in this job?

IV. Miscellaneous

Have you ever been convicted of a misdemeanor or a felony? (Do not include arrests or criminal charges <u>not</u> resulting in a conviction.) If so, please describe in detail the charge(s) and the incident(s) upon which the conviction was based:
Do you currently have a valid state driver's license and automobile insurance? # Yes # No
<u>OPTIONAL:</u> Please indicate your ethnicity/race:
Please indicate your gender:
How did you find out about this opening?