### Job Opening: Member Resource Center Administrative Specialist

**Working Title: MRC Tech Admin**

### Reports to: Martie Voland, MRC Director Included in Staff Union

### This is an hourly, overtime-eligible position

**Posting period: January 15, 2011 through January 31, 2011**

**Job Description**  **Member Resource Center Administrative Specialist**

**Purpose:**

The Administrative Specialist works in the Member Resource Center (MRC) as part of the day-to-day operations of an in-bound call center providing services primarily to union members. The MRC works closely with union officers, management staff, and staff of other departments and partner organizations to communicate with union members about union programs, issues and to provide assistance with health care benefits and state-mandated training and workforce development offered through two Taft-Hartley Trusts.

**Duties and Responsibilities:**

The Administrative Specialist’s primary responsibility is to provide technical support and analysis for the MRC. The Admin Specialist’s duties and responsibilities listed below are representative of the position:

1. Produce & analyze daily, weekly and monthly reports of call and MRC representative statistics. Analysis includes call forecasting, and scheduling and other workforce management duties.
2. Troubleshoot phone or computer problems. Work with vendors and in-house staff to resolve, including initiating and managing trouble tickets with phone vendors.
3. Maintain MRC Sharepoint site. Schedule regular review of materials.
4. Maintain inventory of computers, phones and other technical equipment; manage maintenance schedule for equipment.
5. Administrative duties such as coordinate new hire paperwork & technical set ups; coordinate timesheet collection; maintain inventory of supplies & replenish as needed; other administrative duties as needed.
6. Maintain files for translation of written materials
7. Assist in arranging for written translation &/or spoken interpretation as needed
8. Assist in the training of new staff
9. Participation in union activities, including civic engagement (of members) such as voter registration, get-out-the-vote and grassroots political advocacy.
10. Other duties as assigned

**Training, Supervision and Expectations:**

The MRC Admin Specialist’s primary responsibility is the efficient operation of the MRC by analyzing call and representative data and making recommendations on scheduling to achieve the highest performance and efficiency. Additionally, the Admin Specialist will maintain the MRC Sharepoint site which contains Standard Operating Procedures and other resource documents for MRC Representatives to use for efficient call processing.

The Admin Specialist must have strong skills in use of data bases, Excel, Word, Powerpoint, One Note and other Microsoft programs. Business writing ability in English required. The Admin Specialist will be expected to develop proficiency in Workforce Management / Call Forecasting and Sharepoint (formal training will be offered early in employment) and to learn our member database (Unionware).

The MRC Director will be the direct supervisor of the Admin Specialist, however the Admin Specialist will work closely with the MRC manager and coaches on projects.

The Admin Specialist is expected to maintain productive working relationships with the members and staff of the department (MRC) local union, and with partner organizations . This includes balancing conflicting demands, and carrying out assigned tasks in a competent and professional manner in keeping with SEIU Healthcare775NW’s overall mission, values and goals.

The MRC Admin Specialist is expected to act independently, with strong self-organization and workload planning skills, and must be able to receive direction and instruction from the MRC Managers and Director, as well as other union officers, union or Partnership staff, and union leaders as necessary in the daily operation of the call center.

**Work Schedules:**

The MRC has extended business hours allowing members to access services. Calls are answered live between 7 am to 7 pm PST. The Administrative Specialist will be assigned a shift during business hours. The shift start and end times may vary slightly based on operational needs. Occasional weekend work is required of this position. The MRC is located at the SEIU Healthcare 775NW headquarters, currently in Federal Way, WA—relocating closer to Seattle in 2012.

**Compensation:** Salary and benefits are set by collectively bargained contract; pay ranges from $22.26 to $27.07 with annual step increases (actual offer based on experience).  Benefits include fully employer-paid family health, dental , vision and pharmacy benefits (including domestic partners of same or opposite sex), fully employer-paid defined-benefit pension through SEIU, a generous leave package, an optional 401(k), additional benefits.

**Requirements include:**  Strong skills in use of Access or similar relational database program, Excel, Word, Powerpoint, One Note and other Microsoft programs. Excellent business writing skills (in English) is required. Personal commitment to the mission and goals of SEIU Healthcare 775NW is a requirement of this position (see [www.seiu775.org](http://www.seiu775.org) and www.seiu.org).

**Preferences:** Women and people of color are strongly encouraged to apply. Fluency in language(s) in addition to English is a plus, preference for native speakers requested. Experience in a call center environment, human services referral and information program, and social justice organizations are all a plus.

**To Apply:** Send a resume, cover letter, 3 references with current contact information, and salary history to jobs@seiu775.org. Please reference “MRC Admin Specialist” in the subject line of the email.