



## Associate Member Services

Job Title: Associate Member Services (Hybrid)  
Team: Risk Management  
Reports to: Vice President, Risk Management  
FLSA Status: Exempt

### **Company Overview**

Educational & Institutional Insurance Administrators, Inc. (EIIA) is a member-driven consortium of private, faith-inspired colleges, universities and seminaries providing innovative insurance and risk management services. EIIA was formed over fifty (50) years ago during the 1960s when a number of historically black colleges and universities associated with the United Methodist Church were unable to obtain property and casualty coverages from the traditional insurance marketplace. The United Methodist Church assisted the colleges by encouraging them to purchase the coverage as a group. This generated adequate premium volume for an insurance company to offer coverage. EIIA was formally incorporated as a not-for-profit corporation in 1976 with the specific purpose of providing group purchasing and administration of insurance programs for higher education institutions.

The group purchasing of the property and casualty coverages for these colleges was so successful that the concept spread to employee health and welfare benefit programs, long-term disability, life insurance, accidental death and dismemberment, and student health and accident needs of these institutions. Risk management services were added to aid these institutions in managing and avoiding risk.

EIIA's office is located in downtown Chicago and currently works in a hybrid environment. EIIA's staff of insurance and risk management professionals serves more than one hundred and forty-five (145) higher education institutions located in thirty-nine (39) states. In addition, EIIA operates two (2) Vermont domiciled captive insurance companies and two (2) grantor trusts.

EIIA Members participate in the Master Property & Casualty (P&C) Program consisting of 11 coverages. The Risk Management (RM) Team consists of a staff of several individuals who support their assigned Members with risk management advice, campus surveys, presentations and more. EIIA also utilizes third-party vendors to provide services in addition to guidance documents that are created, published, and posted on the Member website.

Currently, EIIA is seeking an Associate Member Services for our Risk Management Team.

### **Essential Duties and Responsibilities**

The Member Services Associate is a visible position among the EIIA Membership and will serve as the primary contact of the organization interacting and communicating with members to support third-party and internal risk management services provided as part of the EIIA Master Program, along with other internal projects and responsibilities focused on member facing resources. These responsibilities will include but not be limited to RM website document management, creating reports, distribution of materials, and occasional support across the office during peak periods.

This position works closely with the Risk Management Team to manage all aspects of third-party vendor services, maintain Member facing resources, manage Risk Management website, and provide RM team or overall organization support on an as needed basis.

### **Significant Job Responsibilities**

Liaison between third-party service providers and Members to facilitate enrollment and troubleshooting, maintain support materials, coordinate agreement renewals and report on Member usage.

- Manage the production and distribution of the Annual Stewardship Report.
- Manage and distribute risk management related communications.
- Maintain RM calendar of resource updates, notifications, or other team responsibilities.
- Manage contact updates for the Risk Management Team, on-boarding of new institutions and troubleshooting access issues.
- Assist in creation and editing of RM Resources for clarity, flow, and consistency.
- Produce mass mailings or electronic communications to Members.

All other duties as assigned, including supporting other teams in periods of peak demand. Duties are subject to change.

### **Qualifications**

To perform this job successfully, an individual must be able to accurately perform each essential duty. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience**

Bachelor's degree or equivalent is preferred and/or two (2) to three (3) years of experience in business communications (writing and graphic design), website support, project management, administration of learning management systems and customer service skills. Experience in the insurance industry, loss control or risk management is desirable.

### **Supervisory Responsibilities**

This position does not have any direct supervisory responsibilities.

### **Primary Skill Sets**

This position requires strong computer skills especially Word, Excel, and PowerPoint, along with familiarity with MS CRM, website management and data or learning management systems; solid communication skills (both verbal and written); a customer service orientation, the ability to take technical resource drafts and generate final copy; a keen eye for details; the ability to analyze data and manage multiple projects accurately and independently with minimal to moderate-level supervision; the ability to easily adapt to workload demands; decision making in a timely and efficient manner; dependability; creativity; self-initiative; team participation and accountability.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

### **Travel**

Minimal travel, possibly to participate in the EIIA Annual Members Meeting or meetings with vendors and conferences; less than 5% of total time.

### **Work Environment**

Hybrid model.

**Background Check Required**

This position is subject to pre-employment screening which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications.

**Other Duties and Accommodations:**

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Come join our EIIA Team! Interested candidates should forward a cover letter, resume, and salary requirements to Joe Dudzik at [jdudzik@eii.org](mailto:jdudzik@eii.org)

**EIIA is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.**