



**ILLINOIS
EDUCATION
ASSOCIATION**
www.ieanea.org

VACANCY NOTICE

100 East Edwards Street • Springfield, IL 62704-1999 • 217.321.2206 • Fax 217.544.7383

November 4, 2021

PLEASE POST

IEA CONNECT SPECIALIST Springfield, IL

DEADLINE FOR INTERNAL APPLICATIONS: November 18, 2021

EFFECTIVE DATE: To Be Determined

HOW TO APPLY: Candidates should submit resume and application materials by using the following link [Internal Candidates Apply Here](#) and [External Apply Here](#).

INTERVIEWS: Candidates who appear to meet the qualifications will be interviewed at a location selected by the IEA-NEA.

STAFF AUTHORITY AND RELATIONSHIPS: Directly responsible to the Director of the IEA Connect Center, Director of Communications and Executive Director.

POSITION DESCRIPTION: Communicates with IEA members, both in response to inquiries and proactively to individual members, regarding IEA programs and benefits.

RESPONSIBILITIES:

1. Develops and maintains an understanding of all IEA membership benefits, services and other programs including IEA philosophies, structures, policies and membership eligibility requirements.
2. Researches and responds to often complex inbound telephone calls, email inquiries, online chats and other communications, providing accurate and timely follow-up and resolution of identified call center issues.
3. Originates inquiries to IEA members regarding their membership and ensures member knowledge of IEA programs and services that can assist them within areas of interest.
4. Influences members to accept the rationale of decisions and actions, and the value IEA places on membership. Contact with members may require communication of sensitive and confidential matters and require concise, tactful and diplomatic communication methods.
5. Gathers information and makes referrals to appropriate field offices and departments, as needed.
6. Examines issues and trends regarding member needs for assistance, prepares findings and makes recommendations based on findings.

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(Continued)**

RESPONSIBILITIES: (Continued)

7. Regularly contacts vendors, members, leaders, staff and managers to gather information, answer questions or solicit assistance. Regularly interacts with personnel in other internal departments to research and resolve inquiries.
8. Develops and distributes/posts Frequently Asked Questions documents based on inquiries.
9. Provides support services, including data entry, secretarial duties and other project work, as directed by assigned management staff.
10. Maintains a working knowledge of office machines, including computer equipment.
11. Acquires an understanding of the structure, operation and function of the IEA-NEA.
12. Utilizes appropriate office procedures as per the IEA-NEA Staff Manual.
13. Demonstrates a high degree of interpersonal skills. Interacts appropriately with staff, members, and the general public.
14. Performs other appropriate duties as directed by assigned management staff.

QUALIFICATIONS:

- Minimum high school diploma, business college or college desirable;
- Above average ability in typing, spelling, composition and math skills;
- Capable of efficiently handling telephone requests;
- Knowledge of basic office machines;
- Ability to work independently;
- Knowledge and ability to perform basic office accounting functions;
- Knowledge of computer technology including but not limited to Microsoft products including Microsoft Windows and Office is desirable;
- Good written and oral communication skills;
- Capable of dealing effectively on an interpersonal basis with staff, leaders and members;
- Personal computer and other basic office machine experience or training required;
- Valid driver's license required.

SALARY AND BENEFITS: In conformance with the IEA-NEA/IEASO Associate Staff Contract.

AN EQUAL OPPORTUNITY EMPLOYER