
NORTH EAST INDEPENDENT SCHOOL DISTRICT
8961 Tesoro Dr. San Antonio, TX 78217
www.neisd.net

EMPLOYMENT BULLETIN

TEACHER SUMMER INTERNSHIP

**MEMBER SERVICE REPRESENTATIVE
MEMBER CONTACT LEARNING (MCL) TEAM
USAA EDUCATORS IN THE WORKPLACE 2012 PROGRAM**

****INTERNAL ONLY****

(Open to only NEISD Middle and High School Teachers)

PROGRAM PURPOSE:

Provide teachers exposure to a business environment and first-hand experience of workplace skills and expectations to take back to students in their classroom. Strong candidates for this program will be teachers who are committed to teaching and improving their workplace knowledge for future classroom instruction.

MINIMUM QUALIFICATIONS:

- Computer Skills – Microsoft Word and Excel
- Organizational Skills – Self-starter, the ability to multi-task competing priorities in a timely, accurate and effective manner
- Interpersonal Skills – Enthusiastic and quick learner
- Communication Skills – Strong verbal and written communication skills
- Experience in project management and instructional design, a plus

MAJOR PERFORMANCE RESPONSIBILITIES:

- Assist with special projects supporting Member Contact Learning.
- Complete one week rotational assignments with each of the Member Contact Learning sub-teams and complete assigned targeted activities in each rotation.
- Attend relevant meetings.
- Complete weekly touch-base meetings with the head of Member Contact Learning.
- Attend required business meetings.
- Actively and enthusiastically contribute ideas and innovative thinking to improve processes.

TERMS OF EMPLOYMENT:

Work Schedule: June 11, 2012 through July 20, 2012
Days: Monday – Friday
Hours: 8:00 a.m. – 5:00 p.m.
Location: 9800 Fredericksburg Road
Dress Code: Casual dress
Rate of Pay: \$23.00 /hour

About the MCL Team: The Member Service Representatives (MSRs) are the backbone of our member contact centers taking inbound and some outbound calls to and from the USAA members. There are 13,000 MSRs in USAA. The Member Contact Learning Organization is charged with the learning and development of all these resources.

Interested persons should submit a Candidate Contact Form (<http://www.neisd.net/HR/Applicants/documents/Candidatecontactform.pdf>) and a résumé via email to employment@neisd.net. Only those persons meeting the minimum qualifications will be considered. Not all applicants will be interviewed.

This Position Remains Open Until
March 6, 2012
AN EQUAL OPPORTUNITY EMPLOYER