Position Description

Date: January 1, 2020
Position Title: Specialist, Customer Service Representative
Reports to: Sr. Director, Governance and Operations
Status: Non-Exempt

Position Summary:
This position will provide primary general telephone support to the society, as well as administrative and project support for the Membership & Chapter Relations, Governance & Operations and Fundraising departments.

Responsibilities/Duties:
- Monitors and respond to community ASAM email and voice mail boxes
- Respond to and field emails and phone calls from callers pertaining to website login, membership, conference, courses, payments, and other ASAM products and services
- Responsible for maintaining FAQ resources for staff reference
- Provides weekly report on trends & issues from all emails and phone calls
- Assists in the planning and implementation of processes to improve customer service to members.
- Responsible for performing data entry and data clean-up projects to routinely and systematically improve the database integrity.
- Ensure timely resolution for issues related to data in the AMS
- Provide administrative/project support for membership initiatives and annual events
- Inventory and submit biweekly office supply order. Ensure office supplies are adequately stocked.
- Collection and distribution of all mail and packages.
- Logging and batching of incoming checks in absence of the Manager of Governance and Operations.
- Process weekly donations/gift payments and sending of appropriate thank you letters to donors.
- Other duties as assigned

Works closely with:
Staff, Members and Committees

Education and Experience:
- One to two years of customer service experience working within an association.
- Experience working with medical associations is preferred.
- Bachelor’s degree preferred.

Skills and Abilities:
• Must have advanced knowledge in Microsoft Excel and be able to learn to use additional software as required
• Ability to efficiently handle multiple priorities in a fast-paced environment with attention to detail.
• Good interpersonal skills with ability to interact effectively, efficiently and professionally with individuals at all levels of the organization.
• Excellent written, organizational, communication and customer service skills are required.
• Resourcefulness and creativity valued.
• Team player with positive attitude, enthusiastic energy and ability to have fun with team members.

To Apply:
Please submit a resume and cover letter to hr@asam.org explaining your interest in the position and how your skills match the position.

Recruiting Salary Range: $38,000 to $42,000 (with a robust benefits package)

ASAM provides equal opportunity to all staff. No person shall be discriminated against because of race, color, religion, sex, national or ethnic origin, age, physical handicaps, marital status, sexual orientation, family responsibilities, political affiliation, or any other category that is protected by federal law or the laws of the Maryland.

ASAM is proud to be honored with the Sloan Award for Excellence in Workplace Effectiveness and Flexibility for its use of flexibility and other aspects of workplace effectiveness as a workplace strategy to increase business and employee success. ASAM was one of eight organizations and the only association to be recognized in the state of Maryland.

ASAM Staff Values: As an organization, our work has national and generational impact. We are an energetic, scrappy, and resilient team who are passionately dedicated to providing hope and redemption in the addiction field. Our safe, positive and professional work environment allows us to celebrate both our successes and shortcomings. We help and support each other as a family of compassionate individuals. We work with pride and an insatiable hunger to change the addiction field and to leave our mark.