

OPEN POSITION

**Customer Service Representative
Sales and Member Services Department**

The American Mathematical Society (AMS), founded in 1888, is a non-profit membership organization that promotes interest and research in mathematics through its publications, meetings, programs, services, advocacy, and outreach activities. The AMS has 30,000 members worldwide and offices in Rhode Island, Michigan, and Washington, DC.

The AMS invites qualified candidates to apply for the position of Customer Service Representative in the Society's Providence, RI headquarters. Under the direction of the Group Coordinator, provide timely service to all members and non-members of the American Mathematical Society (AMS) in accordance with department and AMS policy. Anticipate, identify, and respond to customer service requests and inquiries in a timely and professional manner.

Come and be part of an extraordinary collection of talent who provide excellent customer service to the Society's members and non-member community.

RESPONSIBILITIES:

- Maintain a strong knowledge of policies and procedures used in the maintenance of AMS member and customer relationships
- Identify and respond to customer service requests and inquiries rapidly
- Organize and prioritize workload daily
- Order entry and Cash Processing (including Daily Job Stream, Statements and Balancing Accounts)
- Maintenance of Customer Master File (additions, address updates, deletes, and demographic information)
- Various special projects related to individual and non-individual customers and members

QUALIFICATIONS:

- Ability to work with a minimum of supervision (self-directed; can plan and organize own work)
- Ability to respond to changes in priorities and to multi-task
- Ability to evaluate problems and develop solutions
- Ability to follow instructions, both written and oral
- Working knowledge of accounting practices
- Dependable, organized and detail oriented with strong written and verbal communication skills
- Ability to learn the current AMS database and future planned updates
- Knowledge of Windows Office Suite Software (Excel, MS Word, Outlook, etc.)

EDUCATION and/or EXPERIENCE:

- Minimum 2 years customer service experience required
- Understanding of basic bookkeeping (debits, credits, etc.)
- Previous experience with Excel and Word

The AMS offers excellent benefits including competitive salaries, health and dental, very generous retirement plan contributions and investment options through TIAA-CREF, flexible spending benefit, generous paid leave, paid life insurance, flexible work hours to help provide work/life balance, free parking, a casual and relaxed work environment, computing benefit, tuition assistance, professional development opportunities and much more.

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