

OPEN POSITION

CUSTOMER SERVICES REPRESENTATIVE
Member and Customer Services Department

This position is assigned to work under the direction of the Member and Customer Services Group Coordinator, provide timely service to all members and non-members of the AMS in accordance with department and AMS policy. Anticipate, identify, and respond to customer service requests and complaints in a timely and professional manner.

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 complaints rapidly
- Organize and prioritize workload daily
- Order entry and Cash Processing (including Daily Job Stream, Monthly Job Stream, Statements and Balancing Accounts)
- Maintenance of Customer Master File (address updates, deletes, and additions)

QUALIFICATIONS:

- Ability to work with a minimum of supervision (self-directed; can plan and organize own work)
- Ability to respond to changes in priorities
- Possess excellent organizational and interpersonal skills
- Ability to evaluate problems and develop solutions
- Ability to follow instructions, both written and oral
- Working knowledge of accounting practices
- Strong written and verbal communication skills
- Needs to be detail oriented
- Knowledge of standard PC Windows Office Software (MS Word, Excel, etc.) and able to learn both the AMS OPD (Order Processing Database) and CMF (Customer Master File) systems at a conceptual and operational level

The candidate should have an understanding of accounting principles and a minimum of 2 years Customer Service experience or equivalent.

The AMS provides excellent benefits. Interested applicants should send a resume and salary requirement to:

Human Resources - Position Code 0220.11
American Mathematical Society
201 Charles Street
Providence, RI 02904-2294
E-mail: resumes@ams.org