



**ASAM** American Society of  
Addiction Medicine

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## Position Description

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**Date:** October 13, 2025

**Position Title:** Customer Service Specialist

**Reports to:** Director, Membership and Engagement

**Status:** Exempt

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## Position Summary

The Customer Service Specialist serves as a first point of contact for members, learners, and the public, delivering responsive, high-quality service via phone and email. This role provides administrative and project support for the Membership & Engagement and Governance & Operations departments, ensuring accurate data management, smooth member experiences, and effective cross-department coordination. The Specialist is empowered to resolve routine inquiries independently while escalating complex issues appropriately.

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## Responsibilities/Duties

- Respond to and field emails and phone calls regarding website login, membership, conferences, courses, payments, and other ASAM products and services.
  - Maintain internal and external FAQ resources for staff reference.
  - Track and report trends, issues, and recurring questions to department management.
  - Manage general email inbox, ensuring timely, professional responses.
  - Process bi-monthly journal labels and reporting for Association Journals.
  - Provide back-up to Manager of Member Services during absences.
  - Perform monthly quality control checks to ensure data accuracy and consistency in the association database.
  - Collaborate with internal departments to ensure a consistent, high-quality member experience.
  - Participate in special projects, process improvements, and member outreach campaigns as assigned.
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## Performance Measures

- Average response time to member inquiries.
- Accuracy rate for data entry and quality control checks.
- Member satisfaction scores for service interactions.
- Completion of monthly database integrity tasks on schedule.

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## Required Qualifications

- One year of customer service experience within an association.
- Proficiency with Microsoft Office Suite.
- Experience maintaining and updating databases.

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## Desired Qualifications

- Experience working with medical associations preferred.
- Experience with MemberSuite (AMS) and learning management systems (LMS) is desirable.
- Bachelor's degree preferred.

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## Skills and Abilities

- Excellent communication and customer service skills.
- Ability to handle multiple priorities in a fast-paced environment with strong attention to detail.
- Proficiency in troubleshooting basic login, course, and payment issues.
- Team player with a positive attitude, enthusiasm, and the ability to have fun with colleagues.
- Resourceful, adaptable, and willing to learn new tools and processes.
- Committed to ongoing professional development to maintain knowledge of ASAM programs, systems, and best practices in member engagement.

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## Salary and Benefits:

**Salary:** \$55,000-\$58,000 Commensurate with experience.

**Benefits:** Robust benefits, including 4 weeks (paid) parental leave, family health, vision, and dental benefits, 401(k) plan match. Flexible remote work arrangements available.

**To Apply:**

Please submit a resume and cover letter explaining your interest in this position and how your skills match the position to the following address:

[https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R\\_ID=6926800](https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=6926800)

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.