

POSITION DESCRIPTION

TITLE: Customer Relations Assistant

REPORTS TO: Manager, Customer Relations

SUMMARY: Responsible for greeting and directing visitors, answering incoming calls, managing the call load via the ASHP CISCO Voice over IP phone system and assisting in the daily processing of orders in TIMSS for various items and services such as membership, subscriptions, publications, meeting registrations, etc.

DUTIES AND RESPONSIBILITIES:

- Serves as main switchboard coverage from 8:00 a.m. to 4:30 p.m. observing 15-minute breaks and lunch arrangements with regularity and punctuality.
- Develop an in-depth knowledge of ASHP products and services which then allows the staff member to determine nature of calls and refer them to proper individual or office. During a call this individual must also collect ample information on vague inquiries in order to refer the call properly.
- Greets and monitors guests, advises staff of guests arrivals.
- Processes routine correspondence, memos, etc. as needed.
- Processes daily orders for various items and services such as, membership, subscriptions, publications, meeting registrations, etc.
- Responds verbally and in writing to members/customers request via phone, mail and e-mail to communicate benefits of ASHP membership and available services in addition to problem solving.
- Suggests improvements in procedures, methods and costs.
- Performs other duties as assigned.

QUALIFICATIONS:

- High school graduate or equivalent.
- At least 2 years office experience. Typing 45 wpm minimum.
- Good organizational skills. Fully versed on all aspects of MS Office. Ability to learn new technology in support of functional duties a must.
- Excellent interpersonal, verbal and written skills.
- Ability to maintain confidentiality regarding ASHP affairs both internally and in contact with the public as a result of switchboard and reception activities.
- Professional appearance and good office demeanor.

CLASSIFICATION: Non-exempt [Support]

Position Supervisor's Signature

Corporate Supervisor Signature

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July, 2004