

Title: Administrative Coordinator of Customer Care

Reports to: Director of Operations and Outreach

Job Description: The Administrative Coordinator of Customer Care will work in a team environment (three coordinators) in the Customer Care Center. Coordinators will be the public face and voice of NAADAC and will provide day-to-day support to our members, to our customers and to our staff, as assigned.

Responsibilities:

- Provide exceptional customer service for those seeking information or assistance on various aspects of NAADAC
- Create a member friendly, knowledgeable environment
- Answer and direct all incoming communication, including answering phone calls, emails and voice mails
- Assist with membership recruitment and retention
- Assist with certification promotion and retention
- Maintain membership database in sufficient detail to support communications and research, including member updates (address, phone, email, etc)
- Process and distribute all incoming mail, faxes, emails, and packages, daily
- Prepare and distribute all outgoing mail, including packages via UPS and FedEx, daily
- Process annual conference/workshop registrations, including badges, tickets & registration envelopes. Organize and pack supplies and materials
- Assist members with placing product orders via IMPAK system, including payments
- Assist with affiliate membership verification & updates to affiliate information
- Process and audit financial transactions daily
- Assist in preparation of workshops and/or annual conferences as assigned
- Process, prepare, and mail all product orders daily
- Maintain the NAADAC Library
- Prepare and distribute notes as assigned (team, staff, EC and/or committee meetings)
- Assist with development and maintenance of inventory system
- Order office supplies and products as needed or directed
- Assist with development of an educational/professional development plan
- Seek and develop creative and innovative ways to perform job duties
- Attend staff meetings and trainings
- Other duties as assigned by supervisor

Knowledge/Skills Required:

- Must possess excellent customer care skills
- Self-motivated and ability work independently with minimal direction
- Detail oriented
- Ability to exercise good judgment
- Ability to prioritize, handle multiple tasks and meet deadlines
- Typing 40 WPM
- Minimum of high school diploma or GED
- Minimum two year reception/administrative assistance experience with heavy phone experience
- Professional writing and editing skills

- Proficient in use of Windows office software
- Database knowledge a plus
- An interest in addiction and its impact on individuals and communities