



**AMERICAN ASSOCIATION
OF MEDICAL ASSISTANTS®**

20 N. WACKER DR., STE. 3720
CHICAGO, ILLINOIS 60606

www.aama-ntl.org

800/228-2262

Customer Service Representative

About the Role:

We are looking for a resourceful and customer-centric Associate to join our team. In this position you serve as a primary point of contact for AAMA members, certificants, program directors and other stakeholders. You are front-line support for all AAMA departments and must have great customer service and data entry skills.

About Us:

The American Association of Medical Assistants® (AAMA) is the oldest and largest association dedicated solely to the advancement of the medical assisting profession in the United States. Medical Assistants are multiskilled members of the health care team who perform clinical and administrative procedures under the supervision of licensed health care providers. AAMA is headquartered in downtown Chicago, with convenient access to public transportation. We offer competitive benefits and the opportunity to grow professionally!

Your Typical Day:

- Respond to requests via phone and email messages
- Provide clear, accurate information regarding our certification pathways and membership processes.
- Review and process continuing education units, membership applications and payments.
- Maintain accurate records in our database system.

Your Skills:

KNOWLEDGE of:

- Membership-based organizations and customer service best practices.
- Certification, recertification, and continuing education processes.
- Data privacy, confidentiality, and documentation standards.

SKILLS in:

- Microsoft Office suite including Word and Excel and ability to learn in-house programs.
- Professional customer service communication by phone, email, and written correspondence.
- Accurate data entry and document review.
- Time management and prioritization in a high-volume service environment.
- Problem-solving and handling customer concerns with tact and professionalism.

ABILITY to:

- Work effectively with diverse customers, internal staff, and external partners.
- Follow established procedures while exercising sound judgment.
- Manage multiple tasks and deadlines with attention to detail and accuracy.
- Maintain confidentiality and professionalism at all times.
- Adapt to changing priorities and workload demands.
- Occasional evening or weekend work to support meetings, exams, or events as approved by supervisor.

Minimum Education and Experience:

- High school diploma or equivalent required; some college coursework preferred.
- Customer service or administrative experience, preferably in a membership, certification, or association environment.
- Experience handling payments, documentation review, or data entry strongly preferred.

Compensation and Benefits:

- Full time, hourly position with a starting wage of \$25.00/hour.
- Health, Dental and Vision Insurance with partial company paid premiums.
- Short-term and Long-term Disability Insurance.
- Life Insurance.
- 401K account.
- Full time employees accrue 2 weeks of vacation and 10 sick days per year, plus paid holidays.
- Transit benefit program

Note - this is a full-time role at our headquarters office at 20 N. Wacker Dr., Chicago, IL.

Physical and Environmental Demands:

ENVIRONMENTAL DEMANDS including:

- Working in an office environment with light to moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

PHYSICAL DEMANDS *including:*

- Sedentary office work although standing in work areas and walking between work areas may be required.
- Finger and hand dexterity to access, enter, and retrieve data using a computer keyboard or calculator, and to operate standard office equipment.
- Mobility to work in a standard office setting and use standard office equipment.
- Vision to read printed materials and a computer screen, make color distinctions, and have normal depth perception; ability to smell fumes like odorous gas; and hearing and speech to communicate in person, before groups, and over the telephone.
- Occasionally bending, stooping, kneeling, reaching, pushing, and pulling drawers open and closed to retrieve and file information.
- Ability to lift, carry, push, and pull materials and objects weighing up to thirty (30) pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Join the AAMA staff team as we support Medical Assistants!

To apply, send your resume to AAMA Hiring Team at spirani@aama-ntl.org.

AAMA is committed to provide equal employment and advancement opportunities to all individuals based on merit, qualifications, and abilities. The AAMA does not discriminate in employment opportunities or practices based on race, color, religion, sex, sexual orientation, national origin, age, disability, or any other characteristic protected by law.