



# SOCIETY OF DIAGNOSTIC MEDICAL SONOGRAPHY

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## POSITION TITLE

Customer Service Coordinator

## POSITION SUMMARY

The Customer Service Coordinator is a key SDMS team member providing the first point of contact for many SDMS customers and industry associates. The Customer Service Coordinator supports SDMS customers by proactively maintaining a thorough understanding of the SDMS website, internal systems, and industry basics to ensure a seamless customer experience. The Customer Service Coordinator is also responsible for assisting with SDMS Foundation programs, processing customer product orders and shipments, and providing basic office support to the SDMS team.

## LOCATION

This is a majority remote, work-from-home position but does require at least one day per week in the SDMS Plano, Texas office.

## EXAMPLES OF DUTIES & RESPONSIBILITIES

*Note: This is not a complete list of this position's duties and responsibilities. The items below are examples of the types of activities performed. Other duties may be assigned.*

- Provide full coverage of the main SDMS phone line Monday – Friday, 8:00 AM – 5:00 PM (minus scheduled lunch/breaks)
- Provide email support to SDMS customers who email SDMS group inboxes
- Assist customers by processing SDMS memberships, answering questions on how to navigate the SDMS website and learning system, and routing customers to other staff for support as appropriate
- Process requests for SDMS Foundation grants and scholarships and coordinate applicant evaluation processes
- Pack and ship customer product orders to ensure accurate products and quantities are sent to customers using economical shipping methods
- Process and distribute incoming mail and faxes
- Maintain office equipment (e.g., mail machine, folding machine, copier, recycle bins, etc.) and facilitate maintenance and repairs with vendors
- Perform periodic inventory counts
- Identify, research, and recommend departmental website content, policy, and procedure improvements as needed
- Maintain departmental documentation to ensure data is current, complete, and accurate
- Comply with departmental policies, procedures, and auditing/quality assurance processes

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- Assist with other projects as assigned

### QUALIFICATIONS

#### EDUCATION/CERTIFICATIONS/LICENSES

- Associate's degree required (or equivalent educational experience and skillset)
- Association experience preferred

#### SKILLS & EXPERIENCE

- At least 2-3 years of experience with customer service responsibilities
- Experience with multi-line phone systems
- Excellent customer service and problem-solving skills
- Strong computer skills including Microsoft Office applications; Internet and technology savvy
- Ability to work effectively, efficiently, and independently in a fast-paced environment and motivated to achieve outstanding results
- Excellent organizational skills and attention to detail, including the ability to maintain accurate and easily accessible records
- Strong written/oral communication and interpersonal skills, including the ability to communicate in an open and honest manner in a collaborative team environment
- Ability to prioritize multiple projects and respond to changing priorities based on deadlines and requests from volunteers, customers, or staff

### PHYSICAL REQUIREMENTS

The employee must be physically capable of performing all assigned duties, including but not limited to:

- Normal office activities
- Ability to lift up to 25 pounds

### TRAVEL/OTHER

- The employee must be willing to travel, upon request, to the SDMS Annual Conference each year (usually 5 to 7 days). (Note that travel is not expected to occur most years.)
- The employee may be required to work off hours, weekends, and/or holidays periodically to meet deadlines and support projects.

### SUPERVISOR

Chief Financial Officer

### EMPLOYMENT CLASSIFICATION

Full-time; Non-Exempt