



**AMERICAN ASSOCIATION
OF MEDICAL ASSISTANTS®**
20 N. WACKER DR., STE. 3720
CHICAGO, ILLINOIS 60606

www.aama-ntl.org

800/228-2262

Operations Associate

About the Role:

We are looking for a resourceful and customer-centric Associate to join our team. In this position you will maintain our mailroom services, coordinate mailings, assist the customer service team and work collaboratively with all staff. This role ensures our products are being sent to our customers in a timely manner and they receive quality customer service.

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 Week:

- Semi-weekly processing of online orders
- Weekly processing of membership mailings
- Receive and process association mail and packages
- Maintain storage room and mailroom equipment
- Answer telephone and email inquiries
- Process examination applications
- Process transcripts and add information into our internal database
- Process transcripts submitted independently of the application
- Manages inventory and mailing of merchandise
- Maintains inventory of AAMA technology (laptops, monitors, accessories).
- Coordinate and ship supplies for large AAMA events

Your Skills:

KNOWLEDGE of:

- The principles and practices of quality customer service.
- The principles and practices of administrative functions.

SKILLS in:

- Microsoft Office suite including Word and Excel and ability to learn in-house programs.
- Highly accurate data entry skills.
- Excellent customer service skills in oral communication and listening.
- Organizing and prioritizing work, exercising independent judgment, wisdom, and common sense within established procedures guidelines and rules.
- Interpersonal, verbal, and written communication for interaction with others.

ABILITY to:

- Prepare and analyze comprehensive reports and carry out assigned projects to their completion.
- Demonstrate good customer service skills with the ability to solve problems.
- Utilize Microsoft Office Suite applications such as Microsoft Word, Outlook, and Excel in addition to other related software.
- Handle confidential material and information in an ethical and professional manner.
- Effectively communicate with, present information to, and respond to questions.
- Maintain a professional attitude and maintain punctuality and consistent attendance with advance notification of absences.
- Perform detailed work accurately and on time and initiate and maintain necessary follow-up.
- Work collaboratively with all AAMA staff.
- Work hours beyond the regularly scheduled workday when needed.

Compensation and Benefits:

- Full time, hourly position with a starting wage of \$26.00/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 11 paid holidays.

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.