

## **Position Description**

Position: Coordinator, Customer Experience

Reports To: Director, Membership Development and Engagement

### **ABOUT DRI**

DRI is the leading organization of defense attorneys and in-house counsel. Membership in DRI provides access to resources and tools for attorneys who strive to provide high-quality, balanced, and excellent service to their clients and corporations. DRI is host to 29 substantive committees whose focus is to develop ongoing and critical dialogue about areas of practice. DRI provides access to resources and tools to grow your practice – members can search a database of more than 65,000 experts, attend renowned CLE seminars, conferences and webcasts, network with 16,000+ like-minded defense practitioners and more.

### **POSITION SUMMARY**

The Customer Experience Coordinator is a customer-centric, proactive, detail-oriented team player who is committed to providing top-notch customer service for our members and customers.

This position is ideal for a dedicated professional with strong organizational, time management and interpersonal skills, who thrives in a dynamic environment and is passionate about enhancing member and customer satisfaction. The Coordinator will manage member interactions, coordinate services, and contribute to the overall success of DRI's initiatives and programs.

### **KEY RESPONSIBILITIES**

Key duties and responsibilities include, but are not limited to:

- Act as the first point of contact for members and customers, addressing inquiries, concerns, and requests that come in through the DRI Customer Service line, email and fax with professionalism and efficiency.
- Serve as a subject matter expert on all things DRI, providing detailed information about DRI's programs, events, and membership benefits to current and prospective members. This will include, but is not limited to, the following areas: membership, membership join/renewal, record updates, seminar information, and assisting with program registration.
- Assist members and customers with all inquiries whether over the phone, fax or email.
- Assess member inquiries and coordinate access to DRI's resources and services, ensuring timely and effective support.
- Collaborate with internal departments to facilitate service delivery and resolve any issues or challenges that may arise.
- Maintain accurate records of member interactions and services provided, ensuring adherence to confidentiality and data protection standards.
- Assist with membership, company and firm record clean-up to ensure an accurate database
- Provide regular feedback to leadership on member needs and requests that can lead to improved customer experience.
- Support the DRI Career Center by handling customer inquiries and following up with current and potential job posters.
- Maintain departmental resources pertaining to customer service Q&A of frequently asked questions.
- Perform additional administrative tasks as needed to support the smooth operation of the Membership team.

### QUALIFICATIONS

- At least 2 years of experience in customer service, member support, or administrative role preferred.
- Bachelor's degree in business administration, communications, or a related field is a plus.
- Familiarity with professional associations or legal industry environments is a plus.
- Excellent communication skills for both internal and external interactions, including written and verbal communication.
- Ability to engage effectively with a diverse group of members and stakeholders.
- Strong organizational and problem-solving abilities, with attention to detail and accuracy.
- Ability to multitask, prioritize and manage time effectively
- Proficiency in Microsoft Office Suite.

### WORKING CONDITIONS

- This position works 37.5 hours per week Monday through Friday around core business hours
- Prolonged periods of sitting at a desk, answering phones and working on a computer
- Must be able to lift 15 pounds at times

### EQUAL OPPORTUNITY EMPLOYER

DRI provides equal employment opportunity without regard to race, color, creed, gender and gender identity or expression, age, mental or physical disability, medical condition, including pregnancy and childbirth, religion, national origin, marital status, sexual orientation, ancestry, genetic information, political belief or activity, veteran or military discharge status, or any other basis protected by local, state, or federal law and regulations under Title VII. The policy applies to all employment practices, including but not limited to recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

### BENEFITS

SALARY RANGE: \$40,000 to \$50,000

- Life Insurance
- Medical Insurance: PPO/HSA/HRA/HMO, Prescription Drug Program, and Prescription Drug Copay are available
- Dental Insurance
- Vision Insurance
- Short-Term and Long-Term Disability
- Employee Assistance Program
- Up to 15 vacation days per year, which accrue monthly
- Up to 12 sick days per year, which accrue monthly
- Up to two personal days per year
- 401k w/ Employer Match

*Updated: September 2025*