

GIRL SCOUTS OF MICHIGAN SHORE TO SHORE

JOB DESCRIPTION

Title: Customer Care Specialist

Reports to: Director of Retail Operations & Customer Care

Classification/FLSA Status: Regular Full time/Non-Exempt

Location: Grand Rapids Service Center

Grade: 2

Hiring Hourly Rate Range: \$12.33 – \$15.29 per hour

Position Summary: Provides ongoing courteous and efficient support to all customers by answering phone calls, processing paperwork, and referring and/or connecting customers to appropriate information or staff/volunteer. Assists with a wide variety of administrative and clerical support tasks related to the entry and maintenance of council records and data pertaining to council. Manages Council property rentals process. Performs a variety of retail shop activities, including operating the shop in an organized, efficient, and accurate manner; providing exemplary customer service; processing transactions; tracking inventory; and maintaining an attractive and inviting shopping environment. Projects a professional image through in-person and phone interaction and possesses good organizational and record keeping skills.

Essential Duties and Responsibilities:

1. Provide Council Shop services, assist customers, serve as cashier, and assist with Shop physical inventory.
2. Maintain records and administer the check-in and out of volunteer resource materials.
3. Perform general maintenance of office equipment, maintain office equipment records, and generate monthly reports.
4. Assist in correspondence, clerical and database management through Salesforce ensuring the absolute security and confidentiality of all council records.
5. Perform duties related to receipting and/or internal financial controls as outlined in Council procedures or as assigned.
6. Perform daily office tasks including outgoing/incoming mail, ordering office supplies, etc.
7. Manage process of Council property rentals for Girl Scout members and external customers; including reserving the property on calendar, receiving payment and other applicable paperwork, and communicate with all applicable parties.
8. Provide professional, superior customer service to all internal and external customers, members, volunteers, staff and other community contacts in-person, electronically and by phone.
9. Support other council staff as needed.
10. May perform other related duties as assigned.

Requirements:

1. Adherence to Girl Scouts of Michigan Shore to Shore policies and procedures
2. Registration as a member of Girl Scouts of the USA
3. Willingness to authorize a background screening with cost being absorbed by the council

Qualifications:

1. High School diploma or higher
2. 2+ years of experience in retail sales
3. Outstanding interpersonal and communication skills
4. Strong computer proficiency and skilled in use of Customer Relationship Management (CRM) software, MS Office Suite especially Excel; ability to learn and use specialized computer programs. Experience using Salesforce is a plus.
5. Excellent judgment, with the ability to work independently and manage multiple projects and deadlines

6. Demonstrated time management skills by effectively and efficiently organizing, prioritizing and completing multiple assignments in a timely manner

Core Competencies:

- Interpersonal Relations
- Team Building
- Customer Responsiveness
- Personal Integrity and Professional Conduct
- Self-Management
- Time Management
- Fostering Diversity
- Judgment and Decision Making
- Problem Solving
- Conflict Management
- Adaptability
- Oral Communication
- Written Communication
- Information Management
- Organizational Knowledge