

POSITION DESCRIPTION

POSITION TITLE: Customer Care Specialist
OPERATING UNIT: Customer Care
REPORTS TO: Director of Membership & Customer Care
CLASSIFICATION: Full Time/Non-Exempt

POSITION SUMMARY

The Customer Care Specialist is the first point of contact for Girl Scouts Western Oklahoma inquiries via email, over the phone or in person. Their responsibility is to provide the highest level of customer service to all members, both internal and external. This position is responsible for overall database management, to include department workflow, assist with process improvement, administrative services and she/he maintains efficient administrative procedures and quality assurance processes. This position is also responsible for providing data entry support for all incoming registrations, document processing and record management. Provides administrative support to the council and efficiently maintains accurate electronic and hard copy files containing membership and events data. Performs or oversees data entry of volunteer and membership information, of events and trainings, and follows standards to ensure data accuracy.

ESSENTIAL DUTIES & RESPONSIBILITIES (Primary Job duties)

- Manages resolution of customer issues and oversight of quality control.
- Evaluates customer satisfaction.
- Identifies inefficient department workflow processes and makes departmental recommendations.
- Provides administrative support for organizational projects.
- Manages response to messages in department distribution lists.
- Identifies opportunities to create positive customer experiences.
- Responds to all inquiries in a high quality, customer friendly and efficient manner that will yield overall customer satisfaction and ensure a professional image of the organization.
- Supports the organizations commitment to diversity of girls, volunteers and staff.
- Provides high quality customer service.
- Performs data entry for membership. Maintains confidentiality of all processed information.
- Performs record creation/entries/changes and is responsible for on-going day-to-day database services following prescribed policies, protocols and procedures.
- Proofreads and ensures the accuracy and confidential maintenance of organized membership records and documents, utilizing the Volunteer Systems.
- Trains others on overall database functions and processes for data entry.
- Provides support and takes direction from immediate supervisor.
- Performs data entry for membership, camp, events, and facilities.
- Answers, problem solves, manages and responds appropriately to all inquiries including but not limited to email, phone and walk-in customers.
- Maintains a customer-centric environment in public areas of the building.
- Answers inquiries by clarifying desired information, researching, locating and delivering findings.

- Serves as back up to the retail shop as needed.
- Works collaboratively with volunteer staff and oversees the work of volunteer staff as needed.
- Responsible for developing and maintaining written standard operating procedures (cookbooks) for assigned position and duties.
- Actively participates in the development of environments that foster diversity, equity, inclusion, and access through words, actions, and attitude.
- Other duties as assigned.

REQUIRED COMPETENCIES

- Communications: Exhibits good listening and comprehension; Expresses ideas and thoughts in written form; Expresses ideas and thoughts verbally; Keeps others adequately informed; Selects and uses appropriate communication methods.
- Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service.
- Quality: Applies feedback to improve performance; Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Monitors own work to ensure quality.
- Planning and Organization: Integrates changes smoothly; Plans for additional resources; Prioritizes and plans work activities; Sets goals and objectives; Uses time efficiently; Works in an organized manner.
- EPIC: Empathy with colleagues and customers, Possibility Thinking, Innovation, Courageous Leadership of self and others.

SUPERVISORY DUTIES

- N/A

EDUCATION AND/OR EXPERIENCE

- 3+ years of professional data entry experience.
- 3 - 5 years previous office experience, including prior data entry experience required.

CERTIFICATES, LICENSES, REGISTRATIONS

- N/A

ADDITIONAL JOB REQUIREMENTS

- Clearance of background check and drug screen.
- Access to reliable transportation.
- Must carry and show proof of 100/300/100 liability coverage on personal vehicle.
- Become a registered member of GSUSA.

REQUIRED SKILLS & ABILITIES

- Must have demonstrated exceptional attention to detail.
- Strong keyboarding skills with knowledge of MS office suite, spreadsheets and database services.
- Knowledge of SalesForce is a plus.
- Knowledge of point of sale process and technology a plus.
- Excellent written and verbal communication skills.
- Ability to multi-task as well as plan, organize and prioritize workload.
- Outstanding customer service skills.
- Must be a team player.
- Knowledge of the Girl Scout organization is a plus.

- Ability to handle high volume tasks with accuracy.
- Ability to maintain confidentiality with work related information.
- Ability to work flexible schedule in accordance with workload demands.

COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS

- Computer literate with word processing and Excel skills (i.e. Microsoft Office systems); ability to quickly learn how to navigate and use Salesforce or similar software.

SELECTIVE ABILITIES & PHYSICAL DEMANDS: *The incumbent must be able to perform the following qualifications in order to be offered and/or maintain employment in this position.*

- Sedentary Work (use of light force to lift, carry, push, pull or move objects), not substantially exposed to adverse environment conditions, work occasional weekends and evenings/nights.
- This position requires the ability remain stationary and to use computer monitor, keyboard and mouse for extended periods of time.
- Must be able to speak and communicate clearly.

WORK ENVIRONMENT

The employee will work in an office environment and in close quarters with other staff and clients. The noise level in the work environment varies from moderate to loud; hectic situations can occur characteristic to working with infants, toddlers and parents in need. Exposure to odors such and scents are common.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

As an employee, you are a representative of Girl Scouts Western Oklahoma and people form their impressions of the council in part, based on their interaction with you. Every personal contact is with a current or potential donor to the council, thus the impression we make through community and professional contacts, and involvement in collaborations with agencies, groups or organizations is important. Fund Development and Membership Recruitment is a role assumed by all staff positions.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills and abilities.

I have read and understand the position description. I further understand and acknowledge that this current position description supersedes all former versions and shall in all instances apply.

Employee Name (Printed)

Employee ID#

Employee Signature

Date



Mission Statement:

**Girl Scouting builds girls of courage confidence
and character who make the world a better place.**