

TITLE: Customer Systems & Data Manager
REPORTS TO: Product Program & Service Director
CLASSIFICATION: Full-Time, Exempt
COMPENSATION: Negotiable based on experience
LOCATION: Chesapeake, VA
POSTED: June 30, 2022
CLOSING: Until Filled



Excellent benefit package including medical/dental insurance (we pay 100% of the premium for employees), health savings account, complimentary life insurance, discounted Aflac benefits, 403b/Roth with match, and a generous leave program (20 vacation days/12 sick days/11 holidays) starting your first day of employment.

ABOUT OUR ORGANIZATION

We are one of 111 councils chartered by Girl Scouts of the USA, the world's leading organization dedicated solely to girls, where, in an accepting and nurturing environment, girls build character and skills for success. In partnership with caring adults, girls develop qualities to serve them all their lives: strong values, social conscience, and conviction about their potential, and self-worth. We serve nearly 8,000 girls throughout southeastern Virginia and northeastern North Carolina.

SUMMARY OF POSITION

The customer systems and data manager is responsible to ensure the integrity of customer data needed for organizational decision making. They regularly perform data quality and integrity checks, identify data quality issues, investigate root causes of data issues, and work collaboratively to implement corrective action. They are responsible for report generation and data analysis activity as requested by other departments. They manage the customer care department workflow, business processes, administration services, case management, and ensure exceptional experience for our customers.

ACCOUNTABILITIES

- Serve as a council Salesforce administrator. Filter and troubleshoot council-level issues escalating to GSUSA as necessary.
- Serve as Looker Champion; maintain current knowledge of Looker reporting and issues; train staff on Looker as needed.
- Serve as database manager for resource development including data clean up, aggregation, integration with Salesforce, and analysis and reporting.
- Develop and oversee the Council-wide case management system, including solution development and approval process, case queue assignment, and management and escalation schedules/policies.
- Review data quality and integrity using the GSUSA Data Health Cookbook, dashboards, reporting and data analysis. Test and implement changes that upgrade data quality and integrity.
- Assist in report and dashboard development in Volunteer Systems (Salesforce Lightning, Looker)
- In collaboration with department supervisors, ensure ongoing training and professional development in Volunteer Systems for both existing users and new hires.
- Manage all activities related to the entry, maintenance, integrity, and transmittal of data retained in Council databases (Volunteer Systems and DoubleKnot)
- Ensure customer invoicing and account/product/event reconciliations are timely and accurate.
- Utilize reports to track and monitor case closure rates and response times to ensure Council customer service goals are consistently met.
- Manage customer care workflow and tracking processes. Document resolution of customer service requests and monitor and report on customer service activity.
- Serve as voicemail system manager. Update Council voicemail messages as needed.

- Work cross functionally with other departments to develop and implement business processes, statistics, reports, and information.
- Ensure high quality customer service is established, implemented, and maintained.
- Participate in assessing and projecting Council information needs.
- Identify, document, and provide input to management related to business processes to improve the quality of the Council's data management.
- Collect and provide transactional data to support the management of budget and expenditures.
- Participate in the department goal setting, budgeting, and planning process. Manage associated budget(s), work plans, and goals.
- Lead, motivate, and retain a high performing staff. Evaluate and manage team performance. Ensure full team effort, optimal productivity levels, and attainment of team/individual goals.
- Actively support and promote the Council's commitment to excellent customer service, membership growth, community visibility, fundraising, diversity, and safety.

QUALIFICATIONS

Education, Experience, & Certifications

- Bachelor's degree in a related field or equivalent professional experience.
- Minimum 2 years' experience in database management/administration with Salesforce or similar CRM system.
- Must have supervisory experience leading a professional team.
- Knowledge of Girl Scouting preferred.

Skills & Competencies

- Excellent technical computer skills in Microsoft Office including Word, Excel, Outlook, and customer relationship management systems (Salesforce preferred).
- Comprehensive knowledge of database structures and systems. Knowledge of SAP, business objects and prior experience in creating queries and reports. Experience working in a hosted environment.
- Demonstrated experience in the development and administration of budgets.
- Ability to analyze information, formulate work plans, articulate goals, and produce required statistical reports.
- Demonstrated reasoning and negotiation skills to identify and resolve conflict.
- Ability to work independently and prioritize work while managing multiple deadlines.
- Demonstrated commitment and ability to interact with diverse populations.

Additional Requirements

- Subscribe to the principles of the Girl Scout Movement and become a registered member of GSUSA.
- Successfully pass background investigation.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use. The employee must occasionally lift and/or move up to 25 pounds. The employee must have close visual acuity to perform activities such as viewing a computer terminal, preparing and analyzing data and figures, and extensive reading. Occasional high stress work may be required in dealing with volunteers/staff.

APPLICATION INSTRUCTIONS

Visit <http://www.gscoc.org/en/our-council/employment.html> to complete an online application or email resume to hr@gscoc.org. Equal Opportunity Employer

