

|                        |   |
|------------------------|---|
| <b>TITLE:</b>          | <b>Customer Care Specialist</b>                 |
| <b>REPORTS TO:</b>     | <b>Customer Care Manager</b>                    |
| <b>CLASSIFICATION:</b> | <b>Non-Exempt, Full-Time (35 hour workweek)</b> |
| <b>COMPENSATION:</b>   | <b>\$15.50-\$18.50 per hour</b>                 |
| <b>LOCATION:</b>       | <b>Chesapeake, VA</b>                           |
| <b>POSTED:</b>         | <b>January 27, 2020</b>                         |
| <b>CLOSING:</b>        | <b>Until Filled</b>                             |

### ABOUT OUR ORGANIZATION

Girl Scouting builds girls of courage, confidence, and character who make the world a better place. We are one of 112 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. Headquartered in Chesapeake, Virginia, Girl Scouts of the Colonial Coast serves almost 12,000 girls in grades K-12 throughout southeastern Virginia and northeastern North Carolina. With the guidance of dedicated and trained volunteers, girls discover the fun, friendship, and power of girls together.

### SUMMARY OF POSITION

The customer care specialist serves as the first point of contact for inquiries via phone, email, or in person utilizing the customer relationship management system. They are responsible for the entry, maintenance, and transmittal of Council records and data pertaining to membership, Council event, camp, facility rentals and training registration. They are responsible for providing the highest level of customer service to all members and customers, both internal and external. They also provide a variety of administrative and clerical services for the Council.

### ACCOUNTABILITIES

- Respond to inquiries via a multi-channel customer contact center to include phones, email, and walk-in customers. Engages in problem solving, provides solutions, and logs all interactions in Salesforce.
- Provide exceptional service to assist customers in completing their transactions. Handle all inquiries in a timely, accurate manner.
- Keep abreast of changes in the Council to knowledgably respond to customer inquiries.
- Forward non-general inquiries to the appropriate staff member utilizing the customer relationship management system “create cases”. Enter information accurately and quickly. Open, close, and transfer cases as necessary.
- Monitor customer relationship management system to ensure open inquiries “cases” are responded to within a timely manner.
- Coordinate the rental of Council facilities by Girl Scout members and general public. Respond to inquiries and manage rental calendars.
- Monitor GSUSA online course databases.
- Receive and monitor payments and manage customer billing to ensure accounts are paid before actual usage or attendance.
- Ensure customers complete required risk management documentation such as hold harmless and proof of insurance prior to usage or attendance.
- Receive completed rosters or evaluations and update records.
- Process membership requests that cannot be completed via the online registration process.
- Run routine and create customized reports (queries) to extract and retrieve special information to ensure that departmental needs are met.
- Provide camp rangers with accurate weekly/monthly rental schedules and ensure training or program facilitators have accurate rosters of registered participants prior to events.
- Run account reconciliation reports and create and distribute customer invoices. Monitor past due accounts.
- Input and maintain assigned product codes and e-commerce.

- Work cross functionally with other departments and staff to improve customer service efficiency. Notify supervisor when any problems or needs develop in the department.
- Actively support and promote the Council's commitment to excellent customer service, membership growth, community visibility, fundraising, diversity, and safety.

### QUALIFICATIONS

#### ***Education, Experience, & Certifications***

- High School diploma or equivalent. Higher education preferred.
- Minimum 3 years' experience in customer service or database administration.

#### ***Skills & Competencies***

- Excellent technical computer skills in Microsoft Office including Word, Excel, Outlook, and customer relationship management systems (Salesforce preferred). Ability to learn new software as required.
- Prior experience with databases and queries.
- Ability to analyze information, reconcile numbers, and produce required statistical reports.
- Excellent organizational skills, great attention to detail, and strong commitment to accuracy.
- Ability to communicate via telephone.
- Ability to clearly communicate both verbally and in writing.
- Ability to organize and prioritize work while managing multiple deadlines.
- Ability to assist several staff on multiple, concurrent projects and tasks in an orderly and well-paced manner.
- Demonstrated ability to think analytically, solve problems, and provide customer service.
- 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.

### APPLICATION INSTRUCTIONS

Visit <http://www.gscoc.org/en/our-council/employment.html> to complete an online application or submit resume and salary history to:

Girl Scout Council of Colonial Coast, Human Resources  
912 Cedar Road, Chesapeake, VA 23322  
Phone: 757-547-4405, Fax: 757-547-1872, Email: [hr@gscoc.org](mailto:hr@gscoc.org)  
Equal Opportunity Employer