



TITLE:	Customer Care Manager
REPORTS TO:	Senior Director of Business Operations
CLASSIFICATION:	Exempt, Full-Time
COMPENSATION:	\$42,000-\$47,000 (negotiable based on experience)
LOCATION:	Chesapeake, VA

Excellent benefit package including: medical/dental insurance (GSCCC pays 100% of medical premium), health savings account, complimentary life insurance, Aflac benefits, 403b/Roth with match, 12 holidays per year (including last week of December), and a generous leave program (4 weeks of vacation annually) starting your first day of employment. Remote work and flexible hours available after training.

Girl Scouts of the Colonial Coast is looking for an influential and persuasive communicator who can speak passionately and with conviction about the Girl Scout experience and promote its importance to the public. The successful candidate will be a results-driven, goal-orientated, motivated individual with strong sales techniques to develop and execute effective recruitment strategies that reach new girl and adult membership goals. Extensive travel throughout their assigned area and flexible hours are required. Work with a diverse group of professionals in a dynamic environment that empowers you to explore your full potential.

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 more than 10,000 girls throughout southeastern Virginia and northeastern North Carolina. With the guidance of nearly 5,000 dedicated and trained volunteers, girls discover the fun, friendship, and power of girls together. From exploring science, technology and the environment to learning about healthy living, anti-bullying and financial literacy, girls are given opportunities to be challenged and learn new skills.

SUMMARY OF POSITION

The customer care manager is responsible for ensuring the integrity of customer data and information systems 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 manage the customer care department workflow, business processes, administration services, case management, and ensure exceptional experience for our customers.

ACCOUNTABILITIES

- Serve as the council Salesforce, Looker, and OKTA administrator. Monitor user accounts and sets proper security profiles.
- Troubleshoot council-level issues and escalate to GSUSA as necessary.
- Supervise the daily operations of the customer care team. Ensure high-quality customer service is established, implemented, and maintained.
- Interact with customers and handle cases, calls, inquiries and complaints promptly. Manage all activities related to the entry, maintenance, integrity, and transmittal of data retained in Council databases (Salesforce, Looker, Doubleknot).
- Manage volunteer background check process to include assigning checks, monitoring the queue, and ensuring checks are updated to customer records in Salesforce correctly.

- Monitor the council-wide case management system. Includes analysis of case types, manages case queue assignment (tiers), and escalation processes to ensure customer service goals are consistently met.
- Collaborate with other teams to develop knowledge articles to improve first contact resolution.
- Review data quality and integrity using the GSUSA Data Health Cookbook, dashboards, reporting and reports.
- Assist in report and dashboard development.
- In collaboration with department supervisors, ensure ongoing training and professional development for both existing users and new hires.
- Ensure customer invoicing and payment reconciliations are timely and accurate.
- Collaborate with other departments to provide administrative support for special projects, reports, or analytics.
- Serve as one of the council phone system administrators.
- Identify, document, and provide input to management related to business processes to improve the quality of the Council's data management.
- 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 CRM database management/administration (Salesforce preferred)
- 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).
- Demonstrated experience in the development and administration of budgets.
- Comprehensive knowledge of database structures and systems.
- 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.gsccc.org/Employment.aspx> to complete an online application or submit resume 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@gsccc.org

Equal Opportunity Employer

