

**POSITION:** Customer Care Specialist  
**RESPONSIBLE TO:** Business Services Manager  
**CLASSIFICATION:** Full-time, Hourly

**JOB PURPOSE:**

- To provide exceptional customer service to all customers, visitors, and staff members by performing a wide variety of administrative and clerical support tasks including reception, member assistance, data entry, and general office duties.

**JOB ACCOUNTABILITIES:**

- Serve as the face and voice of Girl Scouts by providing front-line external customer service:
  - Serve as the first point of contact for inquiries via phone, email, web, or in person.
  - Provide high quality customer service to volunteers, girls, customers, community members, and staff members. Answer all incoming telephone lines and emails in a friendly and courteous manner. Solve customer concerns wherever possible and direct calls to appropriate staff members as needed.
  - Demonstrate a sense of urgency and concern in resolving customer challenges.
  - For email and voicemail queries, provide initial response to the customer within 2 hours of receipt.
  - Enter memberships and registrations into Volunteer Systems.
  - Maintain integrity of Volunteer Systems database by entering information quickly and accurately
  - Monitor and manage the main line voicemail.
- Support internal business processes and provide internal customer service:
  - Enter and maintain accurate data and records related to membership, program, adult learning and camp registrations. Check forms for accuracy and make necessary corrections as needed.
  - Perform data entry of registrations for all pathways and handle all related correspondence, including confirmations.
  - Perform refunds, cancellations, and transfers as needed.
  - Reconcile membership and activity reports to support the various departments' needs.
  - Schedule and maintain room reservations by staff, volunteers and outside organizations.
  - Perform clerical and administrative office duties as assigned. These may include, but are not limited to, data entry, filing, copying, binding, laminating, mailing or other organizational duties.
  - Perform other duties as assigned.
  - Job duties may be subject to change pursuant to the activities of the department and the organization as a whole.

**QUALIFICATIONS:**

- Minimum one year office and customer service experience.
- Outstanding customer service skills while working with a variety of people.
- Excellent oral communication skills with the ability to speak clearly in person and over the telephone.
- Exceptional written communication skills with the ability to edit work for spelling and grammar, present numerical data effectively, and able to read and interpret written information.
- Strong organizational skills, ability to multi-task, and demonstrated ability to handle high-volume tasks with accuracy.
- Computer proficient in Microsoft office, spreadsheets, databases, email, and internet applications.
- Demonstrated ability to maintain confidentiality with work-related information.
- Demonstrated ability to plan, organize, and prioritize workload, while managing multiple deadlines.
- High school diploma or equivalent.
- Experience with multi-line telephone system preferred.
- Girl Scout experience preferred.
- Bi-lingual English/Spanish oral and written communication skills preferred.
- Ability to work as a full-time, non-exempt staff member. Occasional evenings and weekends may be required.
- Ability to sit at a workstation for up to 2 hours at a time.
- Ability to view a computer screen for up to 2 hours at a time.