

## VACANCY ANNOUNCEMENT

### **RETAIL SALES ASSOCIATE (GIRLZ GEAR SHOP) | CUSTOMER SERVICE REP Columbia Location**

Girl Scouting is the largest organization for girls in the world. Our mission is to build girls of courage, confidence, and character who make the world a better place. Through activities in science and technology, business and economic literacy, and outdoor and environmental awareness, Girl Scouting provides girls with opportunities for fun and friendship while fostering the development of leadership skills and self-esteem.

Girl Scouts of South Carolina – Mountains to Midlands council is the largest organization serving girls in South Carolina. The council has a current membership of 11,800+ girls and 3,000+ volunteers and a staff of 54 (plus an additional 60+ seasonally). With an annual council budget of \$5 million, our service is currently supported through three administrative service centers, five camps, four out-based offices, and three troop program sites.

#### **POSITION SUMMARY**

The **Retail Sales Associate (Girlz Gear Shop) | Customer Service Rep position is located at our Columbia office** and has the overall responsibility of the shop to include efficient and effective operation while meeting annual sales objectives, applying sound merchandising techniques and strong computer skills. This position requires strong computer and math skills as well as excellence in customer service experience. As part of a team, this position also helps to support the front desk area as well as database support.

#### **ESSENTIAL REQUIREMENTS | RESPONSIBILITIES**

- Ensures the efficient and effective operation of the Girlz Gear retail shop to meet annual sales objectives while utilizing sound merchandising techniques and strong computer skills.
- Greet volunteers/customers with warm welcome, provide program information and/or assist with purchase of merchandise.
- Serve as information conduit for all aspects of council service, providing appropriate materials or referrals.
- Lead and support all front counter activity including Point of Sale Receipts for program or shop supplies purchased, membership payments, training/event registration, property rental fees and issue keys.
- Successfully complete opening and closing procedures including end of day reports from Point of Sale System, cash drawer, and or receipts.
- Contributes to the visual marketing of the shop designing promotional materials and displays promoting and increasing sales to attain goals.
- Monitors inventory to ensure stock levels are adequate to meet customer needs.
- Assist Director in the development of budgets and associated plans of work.
- Responsible for a clean, neat appearance of the common areas of Girlz Gear and areas entering into the shop.
- Answers and refers telephone calls and ensures inquiries are answered.
- Sets priorities and procedures for accomplishing work assignments, ensuring all procedures are logged and followed.
- Works closely with and perform other duties as assigned by the Girlz Gear / Service Center Manager.
- Cross-trained to provide backup support for team members when necessary.
- Attend other meetings as appropriate with managers, volunteers, service centers, etc.
- Subscribes to tenets of the Girl Scout Promise and Law.
- Works productively with a diverse group of people.
- Scheduled Thursday evening and Saturdays are required. Schedule hours and days are subject to change.
- Other related duties as required by supervisor.

### **EDUCATION AND TRAINING**

- High School diploma and two years' work experience in customer service, retail or sales experience required.
- Excellent customer service skills with solid communication skills to include verbal and written.
- Must have strong basic mathematical skills to assisting in identifying any discrepancies while ensuring correct monies are collected from sales.
- Possess the ability to run and interpret reports, identifying and correcting errors.
- Attention to detail, ability to problem solve with limited assistance, computer proficiency, and ability to interact professionally and effectively with staff and volunteers at all levels of the organization.
- Knowledge of Girl Scouting preferred but not required.

### **REQUIRED SPECIALIZED OR TECHNICAL KNOWLEDGE**

- Proficiency with Microsoft computer software programs, including Excel.
- Knowledge of point of sale or sales software programs.
- Must hold membership in the Girl Scout organization and subscribe to the tenets of the Girl Scout Promise and Law.

### **HOW TO APPLY**

This Vacancy Notice will remain active until all position openings are filled. For consideration, please forward your cover letter, resume and salary requirements to [humanresources@gssc-mm.org](mailto:humanresources@gssc-mm.org).

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