**Customer Care Specialist**

(Full-Time, Leadership Center, Columbia)

With the opening of our new Leadership Center in Columbia (near the USC campus), we’re looking to **add to our Customer Care team**. This position is full-time Monday through Friday with some flexibility for evenings and/or Saturday (as planned) during our busy seasons. Our Customer Care team are most often the first person members, volunteers and guests meet. A key representative of our organization, the Customer Care team is well-versed with our organization structure and programs, providing clear and informative responses and solutions by phone and in person to include program service interpretation, and written, email or Salesforce correspondence.

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 close to 9,000 girls, more than 2,500 volunteers and a staff of 40 (plus an additional 30+ seasonally). 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.

**OBJECTIVES / RESPONSIBILITIES**

* Answers multi-line phone system and refers telephone calls as needed ensuring inquiries are answered.
* Provides and guides customers through inquiries ensuring each customer feels supported, offering solutions using council solution database, logging interactions in the database system.
* Provide Council Shop services (Girlz Gear Shop, our retail boutique), assist customers, serve as cashier, as well as effectively monitoring, evaluate and stock inventory.
* Manages property rental and inspects rental areas before and after an event for necessary maintenance.
* Perform daily office tasks including outgoing/incoming mail, ordering office supplies, etc.
* Provide professional, superior customer service to all internal and external customers, members, volunteers, staff and other community contacts in person, electronically and by phone.
* Assists with a wide variety of administrative and clerical support tasks related to the entry and maintenance of council records and data pertaining to council
* Support other council staff as needed.
* May perform other related duties as assigned.

**EXPERIENCE/EDUCATION**

* Possess a High School Diploma or GED; associates or bachelor’s degree preferred.
* Minimum of three (3) years’ experience in customer service, call centers, retail operations, or similar environment.
* Outstanding interpersonal and communication skills.
* Excellent judgment, with the ability to work independently and manage multiple projects and deadlines.
* Excellence in customer service skills is key as well as strong computer skills with database and MS Office experience.

**BENEFITS**

We offer rich, comprehensive medical, dental, and vision benefits that includes Council covering 85% of the employee costs (dependent coverage is also offered at employee’s expense). The council pays for the short and long-term disability plans as well as a life insurance policy. Other offerings include supplemental life as well as ancillary programs. With a 401(k) plan offered as well, we have a generous PTO accrual package with holidays and much more

**SCHEDULE**

This position has a regular schedule Monday – Friday.

**Equal Opportunity Employer (EOE)**