**Customer Care Specialist**

(Part-Time, Spartanburg)

A key representative of our organization, this **part-time position** is located at our Spartanburg Service Center (near the intersection of John B. White Sr. Blvd. and Interstate 26). The Customer Care Specialist 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.
* 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**

As a part-time employee, this position does not offer employee benefits.

**SCHEDULE**

The schedule for this position is primarily Tuesday and Thursday from 8:30am to 5:30pm with a maximum of 20 hours per week. The ideal candidate should be able to work a flexible schedule which includes evenings and weekends and some flexibility to assist with special projects or events on other days of the week (as scheduled in advance) during Cookie pickup.

**Equal Opportunity Employer (EOE)**