



Serving 15,000 members throughout the Upstate and Midlands regions of South Carolina

**THE OPPORTUNITY:
CUSTOMER SERVICE REPRESENTATIVE - SPARTANBURG**

The **CUSTOMER SERVICE REPRESENTATIVE** a cross-functional member of the council-wide Customer Experience Team with emphasis in customer support at the front desk and Girlz Gear Shop as well as office administrative support with special projects. Primary responsibility is to provide clear and immediate answers, proactive insight, and problem resolution for all aspects of the Girl Scout organization. Supports key stakeholders through phone calls, in-person engagement, sales and program service interpretation, and written, email or Salesforce correspondence. All interaction of the team supports the customer experience of the girl, volunteer, parent, donor, or community member engaging the council.

OBJECTIVES FOR THIS OPPORTUNITY INCLUDE:

- Answers multi-line phone system and refers telephone calls as needed and ensures that inquiries are answered, recording interaction in Salesforce.
- First point of contact that is responsible for the proactive and positive customer experience that stakeholders encounter in their interaction with the organization.
- With utmost professionalism and positive engagement, provide and guide customers through all inquiries and any situation ensuring each customer feels supported; offer solutions using council solution database continuously (adding information and documents supporting a robust depository of questions and answers in Salesforce).
- Manage and respond timely to assigned cases, ensuring priorities are immediately addressed and all customer interaction is appropriately logged prior to closing cases as required.
- As a cross-functional team member, will assist Girlz Gear Shop Lead with effectively monitoring, evaluating and stocking inventory, to ensure the availability of adequate stock for troops and council events/activities, seasonal and special needs of customers.
- Process payments, donations, etc. through Front Desk system; promote sales and services provided by the council, working to meet sales goals while utilizing sound merchandising techniques (e.g., selling, and promoting Girl Scout merchandise).
- Process payments from volunteers, memberships, and other means of income plus funds from donor, grants, and other means including self-check deposit (at times, remitting deposits at the bank).
- Assist and support internal teams with for program support, training initiatives and event registration.
- Provides customer support and proactive resource identification to the troop leaders and volunteers by answering questions, explaining resources, returning phone calls and replying to emails or Salesforce Cases.

- Processes requests for rental of Girl Scouts equipment from the resource library, ensuring all documentation is obtained, recorded and noted in the system (advising Service Center Manager of special requests or issues arising from rental needs).
- Supports online membership, training, program and camp registration
- Process cancellation, transfer, and refund requests or changes to adult training, program or camp registration and attendance.
- Responsible for a clean, neat appearance to the main entrance area to include produce advertising initiatives and holiday displays as directed by the Service Center Manager; ensures all informational documentation is current and displayed professionally.
- Coordinates all mail responsibilities to include, but not limited to, distribution, daily mail, drop box, interoffice mail, etc.
- Maintain employee “In & Out” system for Service Center.
- Independently execute administrative tasks related to areas of accountability.
- Participates in regular team meetings and trainings to keep current on council initiatives, seasonal calendars, communication, organizational priorities, GSUSA’s policies, priorities, changes, and requirements related to the Girl Scout Leadership Experience.
- Attend other meetings as appropriate with managers, volunteers, service centers, all staff, etc.
- Subscribes to the tenets of the Girl Scout Promise and Law.
- Keeps abreast of trends and issues in the community affecting girls, volunteers, and council services; keeps current on GSUSA’s policies, priorities, changes, and requirements related to the Girl Scout Leadership Experience and membership philosophy and priorities.
 - Assists in the smooth functioning of the council by performing other duties as assigned.

GIRL SCOUTS OF SOUTH CAROLINA – MOUNTAINS TO MIDLANDS, INC.

Girl Scouts of South Carolina – Mountains to Midlands, Inc. serves nearly 12,000 girl and adult members in a 22-county area of central and western South Carolina. As 1 of 112 councils covering the entire United States, Girl Scouts of South Carolina – Mountains to Midlands council is a part of the national Movement that sets the standard for youth-serving leadership development.

REQUIREMENTS/PREFERENCES

High School Diploma or GED required; Associate’s or Bachelor’s Degree preferred. Minimum three (3) years of experience in customer service, call centers, retail operations, or similar environment a requirement. A personal vehicle is required, an unrestricted South Carolina driver’s license must be secured within 30 days of employment, and successful results of a drug test and background check are all a condition of employment. The ideal candidate is proficient in Microsoft Office products and databases, has excellent oral and written communication skills, and has superior human relations skills and the ability to work well with people of diverse backgrounds.

COMPENSATION/BENEFITS

Girl Scouts of South Carolina – Mountains to Midlands offers a highly competitive compensation plan commensurate with the qualifications and experience of the individual selected. This

executive level position will be provided with generous and comprehensive benefit plan including health insurance, Short Term/Long Term/Disability insurance, 401K plan, liberal PTO and holidays, and other very attractive features. Expense account and mileage reimbursement is provided.

HOW TO BE CONSIDERED

For consideration, please e-mail humanresources@gssc-mm.org with your resume and a cover letter that speaks to how your professional experience aligns to the requirements of this position, and, include the salary expectations that you have if selected for consideration.

An application and interview process will be extended to those candidates that demonstrate alignment to the key deliverables and top six competencies of the job description. This position will remain open until filled by the candidate meeting the needs and skills as outlined.

www.gssc-mm.org

Girl Scouts of South Carolina – Mountains to Midlands is an Equal Opportunity Employer