

## CUSTOMER EXPERIENCE REPRESENTATIVE Corporate Office, Greenville

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 close to 10,000 girls, more than 2,500 volunteers and a staff of 45 (plus an additional 50+ seasonally). With an annual council budget of \$3 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 **Customer Experience Representative** is 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 / RESPONSIBILITIES

- 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.

## **QUALIFICATIONS**

- High School Diploma or GED required; associates or bachelor’s degree preferred.
- Minimum three (3) years’ experience in customer service, call centers, retail operations, or similar environment a requirement.
- Strong human relations skills and have ability to work well with people of diverse backgrounds.
  - Optimism, empathy, and integrity-and the capacity to convey those qualities over the phone, in email communications, and in day-to-day interactions.
  - Excellent listening and interpretive skills in order to identify, assess, and respond to customer needs without overselling.
  - Resiliency, including a willingness to overcome objections and make the ask, and the capacity to move on when a lead isn't qualified.
  - Great speaking voice and the ability to modulate to the customer in the interest of developing rapport and converting the lead.
- A genuine, trustworthy, and inviting demeanor supported by polished communication skills
- Must be detail oriented; maintain accuracy, self-direction and strong math skills are required.
- Meticulous attention to detail, organizational and time management skills; the capacity to manage daily workflows and deadlines with equanimity.
- Proficiency in Microsoft Office Products and databases. Experience with Salesforce preferred.
- Demonstrated ability and proficiency to perform data entry with extreme accuracy.

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

- Demonstrated superior time management and organizational skills.
- Proficiency to perform data entry with extreme accuracy.
- Strong human relations skills and ability to diffuse/troubleshoot situations with a calm demeanor.
- Willingness to perform tasks that involve the ability to exert light physical effort with may include some lifting, carrying, pushing, and/or pulling objects and materials of moderate weight (20-25 pounds).
- Visual promotion and service identification through daily work attire that is Girl Scout branded and provided.
- Must hold personal membership in the Girl Scout organization and subscribe to the tenets of the Girl Scout Promise and Law.
- Must have personal transportation and ability to drive, possess a valid driver's license, maintain personal auto insurance/meet the council insurance company's requirement for coverage, and submit to drug test and background check.

### **BENEFITS**

- Rich, comprehensive medical (BCBS plan), dental, and vision benefits that includes Council covering 15% of the employee costs; dependent coverage is also offered
- Fully-funded Employer paid Life/ AD&D insurance plan (also offering supplemental options to include dependent coverage)
- Fully-funded Employer paid Short-term and long-term insurance disability plans to ensure you have that extra coverage if needed
- Robust 401(K) Retirement Savings Plan with employer match to support you saving for the future
- Generous PTO accrual by pay period along with holidays and floating days
- Mileage reimbursement for those travel times
- Employee Assistance Program offering a vast array of support and guidance to include Will preparation, saving for a mortgage, etc.
- Flexible Spending Account that helps you save even more with medical needs

### **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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