Girl Scouts of South Carolina – Mountains to Midlands, Inc.
Customer Experience Representative - I & R and Retail (Spartanburg Service Center)

VACANCY ANNOUNCEMENT

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.

The 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 5,000+ 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, 4 out based offices, and 3 troop program sites.

The Customer Experience Representative is a cross-functional member of the council-wide Customer Experience Team which provides proactive and responsive service to external and internal constituencies. Specifically, this position is responsible for overall operation of Girlz Gear Retail Store for the assigned Service Center. In addition this position provides clear and immediate answers, proactive insight, and problem resolution for all aspects of the Girl Scout organization. This position supports key stakeholders through phone calls, in-person engagement, sales and program service interpretation, and written or email correspondence. Utilizing the NPS customer service tracking tool and Salesforce tracking system, all interaction of this eight-person team supports the customer experience of the girl, volunteer, parent, donor, or community member engaging the council.

ACCOUNTABILITIES

1. Serves as the retail sales administrator for the respective service center; explains inventory, links to Girl Scout programmatic materials, stocks and counts inventory, and implements seasonal display plans in region.
2. First point of contact that is responsible for the proactive and positive customer experience that stakeholders encounter in their interaction with the organization.
3. Under the direction of the Director, Customer Experience, works remotely with cross-functional team members assigned at three service centers.
4. Provide customer support and proactive resource identification to the troop leaders and volunteers by answering questions, explaining resources, returning phone calls, and replying to emails.
5. Independently execute administrative tasks related to areas of accountability.
6. Coordinate and update on-site office equipment and submit/track office supplies.
7. 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.
8. Attend other meetings as appropriate with managers, volunteers, service centers, all staff, etc.
9. Assists in the smooth functioning of the council by performing other duties as assigned.

QUALIFICATIONS

The candidate best aligning to this opportunity will possess the following qualifications:

1. Adaptability is key; the capacity to handle high volume tasks in a continually changing environment is a must.
2. Prior successful experience in customer service, call centers, retail operations, or similar environment a requirement.
3. Strong verbal and written communication skills to effectively support and execute diplomacy with volunteers and staff at all levels of the organization as well as members of the community.
4. Must be detail oriented; maintaining accuracy, self-direction and strong math skills are required.
5. Demonstrated commitment and ability to interact with as well as defuse complaints from diverse populations and viewpoints.
6. Demonstrated ability to handle sensitive information and maintain confidentiality.
7. Capacity to work both independently and collaboratively as part of a customer experience team.
8. Ability for flexibility in the work schedule. This position is typically a work day from 8:30 – 5:30 on M, T, W, FR and 10-7:30 on Th; the seasonality of the retail sales requires periodic nights or Saturdays that are known and scheduled months in advance.
9. Proficiency in the use of Microsoft Windows and Office Software and office equipment; Salesforce experience desired but training will be offered.
10. Two to three years of retail sales experience that demonstrates success with both customer interaction and detail Management.
11. Five years of professional office experience in an administrative or similar role that demonstrates success with both customer interaction and detail management.
12. Office Administration or similar degree, with a minimum of two years post-high school education desired.
13. Upon hire, must hold and maintain active personal membership in the Girl Scout organization and subscribe to the tenets of the Girl Scout Promise and Law.
14. Upon hire, must have and retain personal transportation and ability to drive, possess a valid driver's license, maintain personal auto insurance, and meet the council insurance company's requirement for coverage; a completed drug test and background check is required prior to employment.

COMPENSATION/BENEFITS

The council offers a competitive compensation plan commensurate with the qualifications and experience of the individual selected for this non-exempt position. There is a comprehensive benefits package including generous time off, health, dental, life, STD, and LTD insurance options, 401K, Health Savings Account, and other attractive features. The hiring range for this grade 13 position is $10.47 - $14.16 per hour, with incremental wage increases granted over minimum compensation based upon candidate qualifications and experiences documented on the employment application. Working in the Spartanburg Service Center is a requirement for this position.

THE COMMUNITIES AND JURISDICTION SERVED

The Girl Scouts of South Carolina – Mountains to Midlands, Inc. serves 22 counties in the central and western regions of South Carolina. From the Blue Ridge Mountains of the Upstate to the Sandhills of the Midlands, the jurisdiction is well regarded for a low cost of living, a center for automotive and international business, a variety of outdoor activities, and over 30 institutions for higher learning. The jurisdiction is supported by three Service Centers located in Columbia, the state capital, in Spartanburg, and in Greenville, the council's corporate headquarters.

HOW TO APPLY

Please mail or email your cover letter, completed Girl Scout application (available online), and resume along with salary history to hradim@gssc-mm.org. Visit our website for more details at www.gssc-mm.org.