

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 Clerk is an active, cross-functional member of the council-wide, cross-functional Customer Experience Team which provides proactive and responsive service to external and internal constituencies. Specifically, this position is responsible for customer support, programmatic explanation, and sales of items in our Girl Scout shop.

ACCOUNTABILITIES

1. As a proactive member of the council's Customer Experience Team, this position supports the service delivery in our retail shop located in our Columbia Service Center.
2. As one of three council-wide part-time Clerks, provides informational support to girls and volunteers related to Girl Scout program, recognitions, and awards as related to the Girl Scout uniform and merchandise.
3. Restock inventory, price, count, and arrange displays based on seasonal calendar.
4. Receive/verify deliveries and take special orders.
5. Serves on council-wide customer experience team by supporting phone calls, walk-in needs, equipment check-out, and customer requests; from 5-7:30 pm on Thursday and from 9:30 am – 1:30 pm Saturday, serve as primary phone and customer service.
6. 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.
7. Attend other meetings as appropriate with managers, volunteers, service centers, all staff, etc.
8. 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. Must be able to work Thursday afternoons until 7:30 pm, Friday afternoons until 6:00 pm, and Saturdays from 9:30 am – 1:30 pm.
2. Adaptability is key; the capacity to handle high volume tasks in a continually changing environment a must.



3. Prior successful experience in customer service, retail operations, and/or project management; knowledge of the Girl Scout Leadership Experience or prior Girl Scouting experience helpful.
4. 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.
5. Must be detail oriented; maintaining accuracy, self-direction and strong math skills are required.
6. Demonstrated commitment and ability to interact with diverse populations and viewpoints.
7. Demonstrated ability to handle sensitive information and maintain confidentiality.
8. Capacity to work both independently and collaboratively as part of a customer experience team.
9. Proficiency in the use of Microsoft Windows and Office Software and office equipment; cash register or sales software experience desired but training will be offered.
10. One year of employment successfully completing like-type duties.
11. High School Diploma or GED required.
12. 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.
13. 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. 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 pay for this position is \$10.75 per hour.

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 hadmin@gssc-mm.org. Visit our website for more details at www.gssc-mm.org. EOE