



## RETAIL AND PRODUCT CARE SPECIALIST

**Imagine joining a group of individuals – each with their own unique skills and passions, but united by a common purpose. Imagine yourself at Girl Scouts!**

**Our Mission. Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.**

**Girl Scouts of California's Central Coast (GSCCC)** is chartered by Girl Scouts of the USA to provide Girl Scouting in the counties of Santa Cruz, Monterey, San Benito, San Luis Obispo, Santa Barbara and Ventura Counties. GSCCC encompasses some of the most beautiful and environmentally significant parts of the country. The council has a growing membership of over 10,000 girls and 5,000 adults.

**Girl Scouts of California's Central Coast** council is seeking career professionals committed to making a difference. Working with Girl Scouts – an organization with a solid history and a growing future – means working to your fullest potential in a dynamic and diverse environment.

<b>Job Position Title:</b>	Retail and Product Care Specialist
<b>Job Type &amp; FLSA Status:</b>	Full Time, Non-Exempt
<b>Department:</b>	Product Sales
<b>Reports To:</b>	Director of Product Sales

### **General Summary:**

The Retail Care Specialist is a Professional position with the responsibility and accountability for retail functions at a Service Center location in the council. Will also provide phone support as needed. Provide resources through great customer service for both internal and external customer base.

### **Essential Job Functions:**

- Daily operation of council retail shop
- Assist with customer care phone calls and walk-ins.
- Ensures and provides quality service to both internal and external customers.
- Answers inquiries by clarifying desired information, researching, locating and delivering findings.
- Enhances organization reputation by providing a positive customer experience for all those contacted,

- either in person or by phone.
- Daily cash receipts
- Use point of sale system in performing retail functions/tasks to include but not limited to: cash register sales, returns and exchanges, store to store and inter-store transfers, ordering and receiving of inventory, opening and closing routine, end of month reporting, filling mail/fax/email/phone or troop leader orders and receipting for other departments.
- Assist and implement promotional materials in shops/portable shops.
- Support Council functions through promotion of Council sponsored activities. Extended hours may be needed on occasion to support program events, meetings, trainings, etc.
- Create and maintain a crisp visual presentation. Ensures the sales floor and backroom are organized, clean and neat.
- Other administrative duties as assigned and provide support to various GSCCC departments as needed (i.e. Product Sales, Program, Recruitment and Retention)

### **Qualifications:**

- High School diploma required and relevant experience.
- Excellent people skills including the ability to positively engage and by being a helpful, friendly and ambassador for Girl Scouts.
- Exceptional internal and external customer service skills
- Excellent time management skills; ability to take initiative to solve problems and work with minimal supervision while functioning as a team member.
- Demonstrated proficiency with point of sale systems and merchandise display
- Exercise independent judgment and discretion when handling potentially confidential or sensitive matters.
- Pluralistic in actions and attitude.
- Valid driver's license with good driving record and reliable transportation.
- Accurate, organized, and detail-oriented, with ability to work under pressure while shifting priorities in response to changing needs.
- Able to bend, lift and reach overhead. Must be able to lift up to 40lbs. to perform job duties.

### **Cultural Competencies:**

Girl Scouts of California's Central Coast is committed to a culture that fosters a workplace that is open and inviting to our staff and members. We at Girl Scouts of California's Central Coast live by the following Guiding Principles. Specific skills and competencies related to each of our Guiding Principles is in a separate "Cultural Competencies" document. We expect all team members of our staff to embody and develop these competencies.

- Communicate with compassion: be open, honest, respectful, clear, direct, and timely.
- Innovate through change: be proactive, agile, and responsive.
- Work with purpose: be intentional and visionary.
- Embrace our community: be supportive, empathetic, collaborative, and appreciative.

- Be accountable: own it.
- Make each day Phenomenal: we can do it!

### **Skill Requirements:**

- Must be able to work regular 37.5 hours per workweek and have the flexibility to work more than the scheduled work hours occasionally.
- Ability to manage to make continuous business changes and improvements, and to document.
- Must be detailed-oriented, resourceful, and a self-starter.
- Must be a team player that can form relationships with all departments.
- Must be able to adapt to change.
- Positive attitude, willing to learn and cross function, and develop accounting skills.
- Must be able to interact with employees, vendors, and volunteers in a professional manner.
- Must exhibit excellent judgment, professionalism, diplomacy, and ethics.
- Adaptability to solve problems in a tactful and diplomatic manner.
- Ability to sit and work on a computer display for extended periods.
- Ability to have daily access to reliable personal transportation for work.
- Ability to travel in a car as a driver or a passenger for an extended period.
- Ability to lift, push and/or pull up to 25 pounds.
- Ability to stand, bend, walk or squat for an extended period.
- Adaptable enthusiastic, professional and self-motivating, with a 'can-do attitude', a team player.
- Ability to work independently and with a team in a fast-paced and high volume environment with emphasis on accuracy and timeliness.
- Act as an ambassador to deliver the Girl Scout message and supports the diversity of the members of the Council and any new and existing funding opportunities.
- Adaptability to embrace the Girl Scout Promise and Law.
- Knowledge of planning, conducting, and working directly with youth.
- Knowledge of supporting a youth-serving organization that focuses on youth girl enrichment.
- Adaptable to be a Go-Getter, an Innovator, a Risk-Taker, and a Leader.
- Adaptable to subscribe to the philosophy of the Girl Scout program and maintain membership with the Girl Scouts USA.

### **Location(s):**

- San Luis Obispo, Ca

### **To Apply:**

If your work experience matches the qualifications for this position, please send your resume and your cover letter by emailing [careers@girlscoutscoc.org](mailto:careers@girlscoutscoc.org) along with a description of why

you feel you are the best fit for this position. The subject line of the email should read **[Title of the position] – [your name]**.

The statements herein are intended to describe the general nature and level of work performed by employees but is not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

**GSCCC is an Equal Opportunity Employer committed to diversity.**