



JOB DESCRIPTION

Position Title: CUSTOMER CARE SPECIALIST
Department: Customer Care
Reports to: Vice President of Business Process Improvement
Location: Ventura or Castroville
Status: Active

Overview

The Customer Care Specialist at GSCCC supports the organization as we continue to find effective ways to recruit and retain girls and adults for one of the most recognized and beloved brands in the country. The Customer Care Specialist is responsible for providing direct service to members/customers in person, by telephone, and/or by email to fulfill reservation and registration requests, provide general information about Girl Scouts of California's Central Coast programs and services, research and resolve inquiries, track and maintain programs and registrations in our databases, process payments and refunds, and other administrative duties as assigned. The Customer Care Specialist embodies high tech and high touch and is skilled at relationship-building, technology, and process implementation.

The Girl Scouts Team

Girl Scouts is the second most-trusted national brand. Founded on the legacy of Juliette Gordon Low and fueled by a century of caring adults, we are committed to building girls of courage, confidence and character, who make the world a better place. We believe in the POWER of **G.I.R.L.** and enable Kindergarten through High School-aged girls to find their inner **Go-Getter, Innovator, Risk-Taker and Leader.**

Locally, our team is driven to connect more girls to Girl Scouts. Like the entire Girl Scout movement, we know that to be relevant in today's world, we must transform the girl and adult member experience. And, to lead this transformation, we are developing a staff team of innovative, intentional, collaborative, accountable, compassionate, fun and performance-driven individuals to engage the next generation of Girl Scouts, leaders and parents. The Customer Care Specialist is devoted to furthering this mission.

How the CUSTOMER CARE SPECIALIST Contributes to our Transformation

The Customer Care Specialist serves as the first point of contact for inquiries via phone, email or in person. The incumbent is responsible for providing the highest level of customer service to all members/customers, both external and internal.



Key responsibilities include:

- Supports functions of a multi-channel contact center:
 - Answers incoming calls/requests; engages in problem-solving and provides solutions; manages and responds appropriately to all inquiries including but not limited to email, phone and walk-in customers.
 - Maintains a customer-centric environment in public areas of council facilities.
 - Assists in drafting and posting Solutions to customer relationship management database (Salesforce).
- Provides high quality customer service:
 - Ensures and provides quality service to both internal and external customers.
 - Answers inquiries by clarifying desired information, researching, locating and delivering findings.
 - Maintains contact center database by entering information accurately and quickly.
 - Enhances organization reputation by providing a positive customer experience for all those contacted - in person, by phone or through written communication.
- Supports administrative functions:
 - Provides back-up administrative support across all departments as needed which may include the production of written materials and reports (copying, assembling, etc.), filing, data entry (i.e. program evaluations, data cleaning queries), equipment check out, and front desk staffing, office supply stocking, and business machine management.
 - Supports Program and Camp Facility registration and administrative functions.

Ideal Incumbent Profile:

The Customer Care Specialist is a customer-centric enthusiast who thrives in a team-based, call-center work environment focused on providing the highest level of customer service to all members/customers.

Qualifications:

- Bachelor's degree or equivalent experience.
- Strong oral and written communication skills, including ability to communicate concepts and ideas clearly and effectively to staff and volunteers by phone, email and in-person.
- Strong technical skills in Microsoft Office products including Word, Excel, and Outlook, Salesforce, customer relationship management systems, and other software applications relevant to the position. Willingness to learn and adapt to new systems.



- A self-starter who can work independently with minimal oversight and take initiative; is flexible, adaptable, self-managed, organized, and has a strong attention to detail.

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 and live by the following Guiding Principles:

- **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 FUNomenal:** we can do it!

Requirements:

- Must be able to regularly work 37.5 hours per week; ability to work a flexible schedule, including evenings and weekends
- Must have reliable transportation available daily; maintain throughout employment a valid CA driver's license and proof of insurance, if using personal vehicle for company business
- Must be able to see well enough to read a computer screen and various data
- Must be able to use a computer effectively and work at a computer display for extended periods
- Must be able to hear well enough to communicate with employees, customers, and vendors
- Must be able to travel in a car as a driver or a passenger for long periods
- Must be able to lift at least 25 lbs., including lifting that weight in and out of a vehicle truck and similar tasks
- Must be able to sit and stand for extended periods
- Must be able to travel on business via automobile and airplane

Note: 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.