

Customer Care Specialist—Full Time

Do you like delighting customers? Girl Scouts is seeking an outstanding communicator to fill their Customer Care Specialist role who is comfortable with technology and proactive in meeting customers' needs. Share your talents with the world's largest leadership organization and make a difference in a Girl's life!

LEARN MORE AND APPLY TODAY!

www.gsbadgerland.org

APPLICATION PROCEDURE

Email cover letter and resume to Kathy, Chief Talent Officer, at HR@gsbadgerland.org

Organization Overview

Vision

To be the premier leadership organization for girls in the USA.

Mission Statement

Girl Scouts builds girls of courage, confidence, and character who make the world a better place.

Overview

Girl Scouts of Wisconsin – Badgerland Council provides programming, training, and support to more than 8,000 Girl Scout members in 23 counties in southwest Wisconsin and parts of Minnesota and Iowa. Badgerland is among 111 Girl Scout councils nationwide and is the nation's largest, and most impactful, organization dedicated to lifting girls.

Badgerland Council includes volunteers, adult and girl members, and paid, professional staff *working together*. This includes recruitment efforts, troop leader and family engagement training and support, Girl Scout programming and activities, and the iconic Cookie Program: the largest girl-led business in the world!

Organizational Strategic Focus

- Build an organization that reaches its goals and grows a membership that fully reflects our population.
- Increase new members (volunteers, girls, donors) with a focus on K-3, 5-6, and 8-9 grade levels and foster partnerships that support our growth.
- Grow retention across all segments with high quality leader support and sought after programming experiences for girls.
- Demonstrate brand promise as the relevant, powerful, amazing organization that lifts girls and women for a lifetime of success.
- Delight our customers understanding that they include troop co-leaders, girls, parents, donors, volunteers, partners and staff.
- Thoughtfully create systems and utilize accountability measures that ensure commitment to our strategic focus and long-term viability.

Individual Core Competencies

- Innovative Solution Seeker: Creatively and critically explore opportunities and challenges with an eye to solutions and forward-moving actions.
- Emotionally Intelligent: Personal awareness, self-control, and appropriate emotional expression; ability to build and steward interpersonal relationships judiciously and empathetically.
- Gumption & Drive: Through initiative and resourcefulness, set and reach ambitious goals; results-driven and self-motivated.
- Collaborative & Open to Learn: Work effectively in teams and inter-departmentally to move the mission forward; respond positively to constructive feedback and seek learning and growing opportunities.
- Diversity & Equity Advocate: Passionate about creating and supporting diverse, equitable, and inclusive spaces in the Girl Scout community. Strong intercultural communication skills; value diverse thoughts and perspectives and the positive outcomes when all voices are heard.

Job Title:	Customer Care Specialist
Department:	Customer Care
Classification:	Nonexempt/Hourly
Reports To:	Chief Customer Officer

Position Summary

The Customer Care Specialist serves as the first point of contact for inquiries via phone, email or in person. The Customer Care Specialist is responsible for providing the highest level of customer service to all members and customers both external and internal. A significant portion of this role is using our database to maintain accurate customer records, complete detailed technical processes, and provide support to customers. A desire to delight our customers is required.

This job requires a patient and stable work style and consistency in dealing with repetitive routine. The job demands a cooperative, agreeable and sympathetic listener who gets along with others and enjoys being helpful to them. A customer service, team-oriented focus is of utmost importance. The job requires attention to the details of work, handling them with better-than-average accuracy and with careful attention to the quality of the work. The focus is on working comfortably under close supervision within a stable, secure team. The pace of the job is steady and relatively unhurried, with an inclination to keep doing things the same way unless directed otherwise by a supervisor. When there is change in the structure of work or scope of responsibility, ample time will be provided to learn the new work thoroughly with opportunity for repetitive practice.

Essential Responsibilities

Essential Duties and Responsibilities

Provide excellent service to our members, volunteers, donors, supporters, partners, and all customers.

- Answers incoming calls, emails and requests efficiently and effectively with a friendly demeanor.
- Engages in problem-solving and provides solutions by accessing available resources.
- Processes registration forms and financial assistance applications precisely and completely.

- Maintains accurate and detailed records of customer communication and transactions.
- Provides technical support to customers as they use our online systems.
- Supports all Badgerland programs and events by fielding customer questions.
- Provides retail shop support including sales, receipting and accurate money handling.
- Ensures Girl Scouts welcomes all girls and adults by embodying the Girl Scout way of diversity and inclusiveness.
- Promotes and assists with Council-wide programs, membership events, activities, public relations and fund development endeavors.

Education and Experience

- Be or become a registered member of the Girls Scouts of the United States of America; have a working knowledge of Girl Scout philosophy and programming, and be committed to the Girl Scout mission. *Prior Girl Scout experience not required.*
- Associate or Bachelor Degree in relevant field from an approved college or University. Other combinations of education and experience that demonstrate the ability to perform the duties of the position may be considered.
- Prior experience in customer service, help desk, office support or retail is preferred.
- Excellent computer skills in Microsoft Office, experience working with customer relationship management systems, required. Experience working with Salesforce, preferred.

Anticipated Time Away from Office

- Must be able to occasionally work irregular hours, including nights and weekends; possess a valid Driver's License; must be able to work both in an office setting and independently off-site.
- Minimal travel; most work occurs in an office setting

Key Department Partners: Recruitment, Leadership Development, Product Sales