



Customer Care & Retail Specialist—Madison

APPLICATION PROCEDURE

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

POSITION SUMMARY

We are seeking a Customer Care & Retail Specialist that will build relationships with Girl Scout volunteers and parents in the community, working to provide excellent service in person, over the phone and by email. The person in this role will welcome customers into the Leadership Center. The job also includes implementing the day to day operations of the Girl Scouts of Wisconsin- Badgerland Council shop including selling merchandise and assisting customers. The Customer Care & Retail Specialist will also creatively and pro-actively work to meet the needs of customers via pop-up shops at programs and other events. A portion of this role is using our database to maintain accurate customer records and provide support to members. A desire to delight our customers is required.

The focus of this position is working with and through others, building and maintaining relationships, and working closely and accurately within established guidelines. The person in this position must be friendly and genuinely interested in the needs of others. A persuasive, teaching style of communication is required to communicate the company's policies, programs, and systems.

A faster-than-average pace will be the norm for this position. Detail work is a major focus of the job, and those details need to be handled quickly, correctly, and efficiently. This portion of the work will often focus on relationships with others; correct handling of details dealing with others is necessary to maintain and grow relationships. As time is usually a factor, the work must be done on time, as well as correctly. In general, this is a position where guidelines, structure, and established policies must be followed fairly closely, while working with and for others.

Essential Responsibilities

Essential Duties and Responsibilities

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

- Creates a welcoming environment at the Girl Scout Leadership Center and Sashay.
- Answers incoming calls, emails and in-person requests efficiently and effectively with a friendly demeanor.
- Engages in problem-solving and provides solutions by accessing available resources.
- Proactively and creatively works to meet the needs of members and volunteers.
- Maintains and operates the retail shop including making sales, managing inventory, refreshing shop displays and organizing stockroom merchandise.
- Fulfills orders in person, for pick-up and for shipment.
- Maintains accurate and detailed records of customer communication and transactions.
- Provides support to customers as they use our online systems.
- Supports all Badgerland programs and events by fielding customer questions.



- 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.
- Hours of work include some evenings and weekends. Must be available at those times.
- Must be able to lift and bend. Responsible for organizing and moving boxes of inventory in the stock room.

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 retail or customer service is required.
- Excellent computer skills in Microsoft Office, experience working with customer relationship management systems, 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: Marketing & Communications, Recruitment, Product Sales, Girl Experience

Other Duties

Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this position. Duties, responsibilities and activities may change at any time with or without notice.

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 and southcentral 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.