



Customer Service Associate—Full-Time

Girl Scouts is looking to hire an ambitious Customer Service Associate for their Janesville Service Center who is focused on providing an exceptional customer service experience. Join the mission and receive a rewarding career at the premiere leadership organization for girls.

LEARN MORE AND APPLY TODAY!

www.gsbadgerland.org

APPLICATION PROCEDURE

Email cover letter and resume to Kathy, Director of Human Resources at HR@gsbadgerland.org

POSITION SUMMARY

The Customer Service Associate, under limited supervision, implements the day to day operations of the Girl Scouts of Wisconsin- Badgerland Council shop including selling merchandise, monitoring and evaluating inventory stock levels, and placing orders to ensure adequate supply of Girl Scout merchandise is available. The Customer Service Associate will work with the Customer Care Team by acting as the first point of contact for inquiries via phone, email or in person. The Customer Service Associate is responsible for providing the highest level of customer service to all members/customers, both external and internal. The position also assists with retail procedures at Girl Scout council events and cookie product sale coverage during peak season.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

- Serves as the council's first contact with customers, whether by phone or when they visit the service 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.
- Receives and assists visitors to the service center.
- Create a clean, welcoming and organized shopping environment.
- Maintains a customer-centric environment in public areas of council facilities.
- Processes and routes incoming mail; processes and transports outgoing mail, including packages, to the post office.
- Maintains a record of all monies received.
- Maintains resource equipment and library materials; organizes, records, and processes lending of materials to staff and volunteers.
- Maintains and operates the retail shop including sales, inventory; displays and promotes shop merchandise; maintains adequate merchandise stock on the sales floor.
- Provide support to other council shops.
- Participate in the planning as well as attend Girl Scout events.



- Maintain storeroom in a neat and organized manner to easily assess merchandise.
- Processes registration forms fully and completely.
- Processes requests for financial assistance.
- Assists in coordinating volunteer meetings and special events which may include securing room reservations, meal planning, and promotion of the event.
- Coordinates the implementation of recording keeping for the volunteer management process including processing and maintaining of volunteer background checks, training records, and recognition records.
- Processes requests for property reservations, maintains and provides information regarding the properties, manages keys to facilities, and maintains fee payment records.
- Assists volunteer Girl Scout Leaders and Girl Scout parents with information as they progress through the Girl Scout membership and/or program registration process.
- Update and maintain the solutions catalog.
- Designs and provides any requested assistance with recruitment and event materials.
- 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, either in person or by phone.
- Provides product sale support that involves money handling and product maintenance.
- Answer multi-line telephone.
- Provides administrative support across all departments as needed which may include the production of written materials and reports (copying, assembling, etc.), filing, mailing, data entry (i.e. program evaluations, data cleaning queries), equipment check out, and front desk staffing, office supply stocking, and business machine management.
- 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.
- Perform other related duties as requested

Competencies and areas of expertise

- Self-management and Confidence – An initiative-taker who can work independently with minimal oversight; continually reassessing own skills and identifying areas for improvement; adaptable, organized, and attentive to detail.
- Active Listening - Skillfully uses active listening techniques to create dialogue and build relationships with potential new members, volunteers, staff, and communities.
- Oral and Written Communication abilities - Communicates clearly and concisely, tailors presentations appropriately for diverse audiences; excellent public speaking and presentation skills; fluent in various communication modes (telephone, email, etc.) with emphasis on in-person communication (one-to-one, small group, and large groups).



- Interpersonal Relations - Establishes rapport at all organizational levels; respectful, considerate, and responsive to the feelings and capabilities of others; has demonstrated ability to work with a wide range of sensitive and confidential issues. Expert at conflict management and resolution.
- Customer Responsiveness – Responsive to and respectful of diverse viewpoints. Identifies, prioritizes, and balances customer issues; takes time to answer questions and explain policies; timely follow-up on customer commitments.
- Attention to details.
- Must maintain a high level of knowledge of the Girl Scout organization through staff and departmental meetings and through research, print or online material and other avenues available within the organization.
- Excellent computer skills in Microsoft Office including Word, Excel, Outlook; customer relationship management systems, and social networking.
- Judgment and Decision-Making - recognizes when immediate action is required and when sufficient information has been obtained to make a decision; supports decisions or recommendations with data and/or reasoning; defines and implements solutions to problems.

Physical Demands

This position is a retail position. Physical demands are of a retail position. The position may require you to be subjected to outside environments to attend meetings or events. Requirements include but are not limited to:

- Vision – close vision, distance vision, peripheral vision, depth perception and ability to adjust focus with the ability to read a computer screen, paperwork, other written materials, and be able to visually see to drive a vehicle.
- Manual dexterity – to handle phones, paperwork, pens, pencils, keyboard data entry, money, merchandise and operate a vehicle.
- Sit /Stand– for extended periods of time.
- Capable of lifting 25 pounds routinely and up to 50 pounds occasionally.
- Occasional travel required.

Education or Experience

- Bachelor Degree in relevant marketing/sales/volunteer management or related 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, customer service, office support or other relevant area is preferred.
 - At least 1 year of customer service and cash handling experience.
- Knowledge of retail sales and merchandising; ability to organize and maintain sales and inventory records.



- Ability to work a flexible schedule including early mornings, evenings and/or weekends.
- Must successfully complete a criminal and credit background check.
- Work with individuals from diverse racial, cultural, religious, and socio-economical backgrounds in a professional manner.
- Be capable of operating general office machines.
- Bi-lingual English/Spanish helpful.