

Job Title:	Customer Care and Retail Specialist	Department:	Membership
Reports To:	Customer Care and Retail Manager	FLSA Status:	Non-exempt
Supervises:	None	Role Type:	On Site
Work Schedule:	Regular Work Week which will include Saturday and occasional Sunday and evening assignments	Status:	Full Time

NATURE AND SCOPE OF POSITION

The Customer Care and Retail Specialist (CCRS) is responsible for professionally and knowledgeably representing the Girl Scouts Louisiana East (GSLE or Council) as the first point of contact for the DreamLab (DL) facility, and by response to incoming calls, e-mails and online requests for assistance. This role is responsible for providing a high level of customer service resolution and communication to members, volunteers, and customers both internal and external (contacts) in support of Girl Scouts (GS), Council initiatives and department and individual goals.

PRIMARY QUALIFICATIONS

Education:	<ul style="list-style-type: none"> • An Associate’s degree or some college is required. • A Bachelor’s degree in Business or related field preferred.
Work Experience:	<ul style="list-style-type: none"> • A minimum of three (3) years of experience in sales, retail shop, marketing, budget, inventory management or a related role is required. • A minimum of three (3) years of customer service or related role experience is required. • Experience working in a non-profit, youth, or community-service environment is preferred. • Experience working with volunteers is a plus.
Certifications:	<ul style="list-style-type: none"> • None required.
Special Skills and Competencies:	<ul style="list-style-type: none"> • Must perform at an intermediate level or above with Microsoft Office products (e.g. Outlook, Word, Excel, Power Point). • Must be computer literate with, or have the ability to learn, customer relations management (CRM) software (e.g., Salesforce, Looker), point-of-sale (POS) and inventory control system software or other programs at a satisfactory level. • Must have competent math skills, including the ability to process cash payments and change accurately. • Must possess: <ul style="list-style-type: none"> ○ A passion for working in a non-profit environment with youth and the public. ○ Emotional maturity with a willingness to work independently and as a team player. ○ The ability to communicate effectively verbally and in writing with diverse individuals and groups. ○ The ability to maintain confidentiality. ○ The ability to maintain a positive, collaborative attitude. ○ The ability to problem-solve in a fair and diplomatic manner. ○ Willingness to maintain flexibility in assignments.
Other Considerations:	<ul style="list-style-type: none"> • Valid, unencumbered driver’s license and proof of vehicle insurance is required. • May require overtime work as directed. • Personal membership in Girl Scouts of the USA (GSUSA) is required. • The ability to travel to and work at the GS DreamLab, GSLE Camp locations, and any other venue where GS activities are conducted.

JOB FUNCTIONS

Essential Duties:
Facility-

- Maintain the DreamLab facility in an attractive, clean and organized manner that is well stocked, has appropriate displays and a welcoming atmosphere. Ensure public areas, restrooms, conference rooms, work and storage space remain clean and operational according to established business hours.
- Contact management promptly to advise of any repairs or maintenance needed.

JOB FUNCTIONS**Customer Service-**

- Develop and maintain exceptional customer service when interacting with internal or external contacts. Welcome internal and external contacts in a courteous manner; establish a helpful customer service relationship with the objective of encouraging repeat visits and long-term brand loyalty.
- Interact with active and passive contacts in an attentive, knowledgeable, and efficient manner. Provide information about the GS mission and opportunities for girls and adults as members, volunteers or supporters of Council programs.
- Manage phone and email communication effectively by providing appropriate responses or routing calls or inquiries promptly.
- Handle customer complaints timely and courteously, provide appropriate solutions and alternatives within established time limits and follow up to ensure a satisfactory resolution.

Retail/Inventory-

- Develop and maintain knowledge of products including pricing, discounts, product availability or other specifics related to sale of retail goods. Assist the Marketing and Communications team with information necessary to promote the Council retail shop. Support opportunities identified for the retail store to participate in GS community events.
- Collaborate with coworkers to achieve store sales goals through suggestive selling and special promotions. Assist coworkers with transactions as needed.
- Perform POS functions accurately and efficiently which include but are not limited to operating the cash register; processing orders and returns; preparing cash register reports; processing payment and transactions and documentation; managing online store activity and completing internet orders.
- Process GS troop accounts by verifying payments, post online Gift of Caring transactions, process refunds, and facilitate collection of outstanding balances.
- Prepare and process bank deposits accurately and timely as directed.
- Perform inventory counts and maintain accurate records as directed; determine order quantities based on seasonal fluctuations; reorder promptly to ensure adequate stock levels are maintained; re-stock, organize and display merchandise on the sales floor promptly and in an appealing manner. Confer with CCRM to transfer goods as necessary to balance inventories and meet customer demand.
- Advise the manager of customer buying activity and sales trends to assist with budget, inventory and sales goals and projections.
- Promptly remove merchandise recalled by vendors (safety reasons, other) and ensure items are handled/processed as directed. Reconcile vendor payments timely and accurately.
- Perform duties related to mobile shop including inventory, scheduling, and operation as directed.

Administrative-

- Perform data entry activities necessary to manage shop goods and products. Maintain data integrity through regular inventory reconciliation and audit.
- Process all incoming and outgoing mail and packages and route appropriately. Ensure confidential or time-sensitive mail is processed as directed and in a secure manner. Generate shipping reports and reconcile invoices timely and accurately.
- Communicate the department's work plan, tasks, and appointments to ensure space/room availability as needed.
- Actively participate in cross training in support of case management and retail.

Other Duties-

- Represent the Council professionally, to both internal and external audiences, and provide courteous and prompt service to all internal and external parties, donors, members, volunteers, staff, and other community contacts.
- Support, comply with and adhere to all GS and Council policies in a professional manner, independently and with minimal oversight.
- Assist in achieving department initiatives and Council goals through effective and efficient performance of assigned duties and by collaborating cross-functionally as appropriate or directed.
- Perform other duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Requirements include but are not limited to:

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Sit or stand for periods up to five (5) hours,
- Moderate levels of standing, walking, using hands to finger motions, stooping, kneeling, crouching, or crawling,
- Communicate effectively orally and in writing,
- Vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.
- Hand/eye coordination skills are essential because a significant amount of physical activity is required.
- Must occasionally lift and/or move boxes, materials, and products up to 35 lbs. without assistance.

Work Environment: The work environment characteristics described here are representative of those that must be met by an employee to perform the essential functions of this job successfully with or without reasonable accommodations.

- Typical business/office operation and retail sales environment.
- Consists of typical indoor and occasional exposure to outdoor weather conditions.
- The noise level in the work environment is usually moderate.

Girl Scouts Louisiana East is an Equal Employment Opportunity organization.