

**Reports to:** Product & Retail Sales Manager  
**FLSA Status:** Non-Exempt

### **POSITION SUMMARY**

The Customer Care Representative, under limited supervision, implements the day to day operations of the Girl Scouts of the Sierra Nevada Council Shop and council sponsored events including cash handling, selling merchandise, monitoring and evaluating inventory stock levels, and placing orders to ensure adequate supply of Girl Scout merchandise is available. The position will provide high quality customer service to our customers including but not limited to girls, parents, community members, volunteers and staff. The Customer Care Representative 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. The Customer Care Representative is also responsible to greet and assist all visitors to the Reno/Sparks council offices. The Customer Care Representative is responsible for all council office rentals, equipment rentals, scheduling of the council offices for meetings and maintenance of the front lobby area.

### **Essential Duties and Responsibilities**

1. 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.
2. 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, either in person or by phone.
3. Customer Service
  - Develop sufficient understanding of the Girl Scout program, curriculum, uniform components and other products to help customers find and understand what they need.
  - Customer Responsiveness - seeks and acknowledges the views and ideas from customers (for example, internal and external); identifies, prioritizes, and balances customer issues; takes time to answer questions and explain decisions; follows through on commitments to customers in a timely manner; maintains a commitment to continuous improvement. Displays comfort in presenting the value behind solutions in a way that resonates with what is most important to customers of the organization.

4. Inventory

- Maintain sales floor and storeroom in a neat and organized manner to easily assess merchandise
- Stock and/or rotate merchandise in a timely manner
- Prepare daily sales and weekly inventory reports
- Maintain adequate inventory levels.

5. Promotions

- Select inventory for special promotions
- Provide content to communications department to promote specials to members
- Create displays that focus attention on specific inventory

6. External Sales and Marketing

- Provide support to camp trading post
- Attend Girl Scout events and prepare displays of materials for marketing and sales purposes.

7. Computer Skills

- To perform this job successfully an individual should have a high level of proficiency with Microsoft Office Suite software (MSWord, Excel, Access, Power Point and Outlook). The individual will be trained on and responsible for developing proficiency with council-specific tools and resources.

**QUALIFICATIONS**

- High School Diploma or GED
- At least 1 year of customer service and cash handling experience
- Strong customer service skills
- Experience with Salesforce or other Customer Relationship Management (CRM) software preferred
- Strong organizational skills and attention to details
- Bi-lingual English/Spanish preferred
- Must be resourceful, self-motivated, creative and flexible
- Must work independently with little supervision
- Knowledge of basic accounting and inventory principles helpful
- Knowledge of Point of Sale computer software helpful
- Individual should also have knowledge of Microsoft Office Suite software (MS Outlook, Word and Excel)
- Ability to work a flexible schedule including early mornings, evenings and/or weekends
- Must successfully complete a criminal and credit background check
- Behavior consistent with the mission: Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

## **COMPETENCIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Individual should possess great communication skills, be able to work with customers from girls through adults and understand Girl Scout programming for both adults and girls. Employee must have the confidence and skill set in order to provide information, market Girl Scout merchandise, and the overall Girl Scout concept to small and large groups. Maintain a high level of knowledge of the organization on a continual basis through staff, team and departmental meetings; or through research, print or online materials; and other avenues available within the organization.

### **Authority and Accountability**

Accountable to the Product & Retail Sales Manager. Employee has the authority to carry out work performance objectives agreed upon with their supervisor. Objectives are outlined annually and reported/reviewed at least quarterly.

### **Required Training**

GSUSA/GSSN training modules on the Girl Scout organization and leadership.

### **Language Skills**

Ability to market products, speak before an audience that includes Girl Scouts, parents, volunteers, staff and the community who supports Girl Scout events. Ability to explain product and product description including badges, patches, awards and curriculum materials. Bi-lingual English/Spanish preferred.

### **Mathematical Skills**

Must be proficient in accounting principles, utilize point of sales computer program, and handle cash and credit transactions. Must be able to understand and perform math skills needed for the position (addition, subtraction, multiplication, division, percentages, ratios, fractions, and proportions to practical solutions) either with or without a calculator.

### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form and carry them out.

### **Computer Skills**

To perform this job successfully an individual should have a high level of proficiency with Microsoft Office Suite software (MSWord, Excel, Access, Power Point and Outlook). The individual will be trained on and responsible for developing proficiency with council-specific tools and resources.

### **Certificates, Licenses, Registrations**

None.

### **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 this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, talk, hear, write, type, and carry. The employee is frequently required to use hands to finger, handle or feel and reach with arms and hands.

This position is a retail position. Physical demands are of a retail position. The position may require you to be subjected to outside environments that include heat, cold, rain, snow, ice, humidity, noise, traffic conditions, and uneven surfaces from time to time to attend meetings or outside sales events.

- 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
- Gripping/Grasping – paperwork, pens, pencils, phone, other office equipment
- Writing – words, letters, numbers, symbols, using a pen, pencil or other writing instrument
- Keying – ability to type using a keyboard or 10-key
- Carrying – Ability to lift and maneuver up to 50 pounds
- Lifting/loading, pushing and pulling cases weighing from 10 – 50 pounds throughout an 8-hour period as well as bending, squatting and reaching

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The main duties are performed inside an office or building but on occasion may be held outside. This position can require the individual to travel exposing them to traffic and weather conditions. While performing the duties of this job, the employee is occasionally exposed to dirt, dust, heat, cold, wind, noise, rain, and snow.

### **Mental Requirements**

The employee is required to have the ability to learn and comprehend basic instructions and carry them out. The employee is required to coordinate eyes, hands, and fingers rapidly and accurately in order to type, operate a vehicle, and write. The employee is required to have the ability to understand the meaning of words and respond effectively. The employee is required to have the ability to perform basic arithmetic accurately and quickly as defined in the qualifications.

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employees will be required to follow any other job-related instructions and to



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perform any other job-related duties requested by any person authorized to give instructions or assignments.

To perform this job successfully, the incumbent will possess the skills, aptitudes and abilities to perform each duty proficiently.

It is the policy of the Council to comply with all the relevant and applicable provisions of the Federal Americans with Disabilities Act (ADA), as well as state and local laws concerning the employment of persons with disabilities. The Council will not discriminate against any qualified employee or job applicant because of a person's physical or mental disability with respect to any terms, privileges, or conditions of employment, including but not limited to hiring, advancement, discharge, compensation, and training. Essential functions and requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Where necessary and feasible, reasonable accommodations will be made for qualified disabled employees to perform the essential functions of the job in question, as long as the accommodation does not cause the Council undue hardship or violate any other policy. All employees are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of other individuals in the workplace, which threat cannot be eliminated by reasonable accommodation, will not be hired.

The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Reviewed with employee by:

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Manager's Name

\_\_\_\_\_  
Date

Received and accepted by:

\_\_\_\_\_  
Employee's Name

\_\_\_\_\_  
Date