



Girl Scouts of Kentucky's Wilderness Road JOB DESCRIPTION

TITLE: Customer Care Representative

Classification/FLSA Status: Regular, Full-time

LOCATION: Lexington, Kentucky

SALARY: \$30,000 annually

POSITION SUMMARY: The Customer Care Representative (CCR) for Girl Scouts of Kentucky's Wilderness Road Council is the first person connected to volunteers, girls, parents, community partners, as well as other Council Staff. This person exemplifies excellence in interpersonal communication with a focus on problem solving through excellent customer contact. The CCR is primarily responsible for Customer and Volunteer Support, and secondarily responsible for back-up management of retail sales through the Lexington retail shop (as well as the website) that supports the Girl Scout Leadership Experience.

Essential Duties & Responsibilities:

1. Provide a positive customer experience for all stakeholders, either in person, by phone, or via chat.
2. Support functions of a multi-channel contact center through case management module in Salesforce membership database.
3. Answer incoming calls/requests; engage in problem-solving and providing solutions; manage and effectively respond appropriately to all inquiries including but not limited to email, phone, chat and walk-in customers and follow a script when needed.
4. Maintain a customer-centric environment in public areas of council facilities, including greeting guests at the front desk.
5. Maintain customer database by entering information accurately and quickly, striving to resolve ("close") customer cases in a timely manner.
6. Maintain data integrity of Girl Scout troops such as hierarchies, volunteer assignments, membership payments, volunteer screening records, council to council transfer, data clean up, merges, and refunds.
7. Contact customers, resolve customer issues, and provide service support to the customer experience team.
8. Ensure all girls and adults feel welcome by delivering the Girl Scout message of diversity, equity, inclusion, and belonging to all communities.
9. Active participation in the development of environments that foster diversity, equity, inclusion, and access through words, actions, and attitude.
10. Performs other duties as necessary or assigned.

Education and Experience:

1. Associate's or higher, or 2 years of related experience
2. Prior experience in customer service environment.
3. Strong communication skills in written, verbal, and virtual delivery; experience developing and implementing action plans to meet/exceed deliverables; and experience working collaboratively to reach collective goals.
4. Proficient in Microsoft Office Suite including Outlook, Power Point, Word, and Excel.
5. Experience with Salesforce or other CRM, preferred

Required Skills/Abilities:

1. Previous experience in Girl Scouts (volunteer or staff) a bonus, but not required
2. Proficient in Salesforce and Looker software platforms
3. Ability to work a flexible schedule including evenings and weekends
4. Capability to provide own transportation and maintain a valid operator license.

Physical Requirements:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee must be able to withstand:

1. Prolonged periods sitting at a desk and working on a computer.
2. Operate office equipment manually.
3. Must be able to lift and/or move up to 25 pounds at times.

Promoted Behaviors and Expectations:

- Customer Centric
- Communicator
- Relational Intelligence
- Critical Thinker
- Digital, Virtual and Technical Proficiency
- Financial Acumen
- Leadership and Stewardship
- Learning and Innovation
- Social Justice and Inclusion (DEIB)
- Business First Mindset

BENEFITS:

- Compensation – GSKWR prides itself on competitive non-profit pay. There are regular opportunities for both cost of living and merit-based raises beginning after the first year of employment.
- Employer Sponsored Benefits - GSKWR participates in competitive medical, dental, and vision healthcare plans. Other benefits included but not limited to access to participation in retirement savings, life insurance, etc. Open Enrollment period includes thorough education on benefits programs annually.
- Time Off - GSKWR prioritizes the mental, emotional, and physical health of our employees; proven through our generous PTO and Sick Time offerings. PTO hours are increased at regular intervals based on employee tenure.
- Professional Development Opportunities – Girl Scouts is leadership development organization that prioritizes and believes in the professional and personal growth of all members, including staff. Continuous learning encouraged: training, enrichments, certifications, education, networking opportunities, cross-training, and more.
- Complementary annual registration as a member of Girl Scouts Girl Scouts of Kentucky's Wilderness Road included while under employment with the council.