



Position Description

Position Title:	Customer Care Specialist
Department:	Member Services
Reports To:	Customer Care Manager or Director Membership Support
Location:	Downtown Los Angeles
Exemption:	Non-Exempt
Date	August 2016

Job Summary

The Customer Care Specialist is the first point of contact for inquiries of all types (phone, web, email or in person), and is responsible for providing the highest level of service to all members, both external and internal.

Essential Duties and Responsibilities

- 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 Member-centric environment in public areas of council facilities. Ensures and provides quality service to both internal and external customers.
- Responds to 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, by email, or by phone.
- Manages processes that include, but are not limited to, office equipment management and office supply stocking.
- To the extent that it does not interfere with answering inquiries, assists with the administrative support to all departments that includes, but is not limited to, the production of written materials and reports (copying, assembling, etc.), filing, data entry (e.g. program evaluations, data cleaning queries), equipment check out, front desk staffing, office supply stocking, and business machine management.

Skill, Experience & Education

- High school diploma or GED and 3-5 years of customer service experience; or a combination of education and experience providing equivalent knowledge.
- Strong oral and written communication skills. Bilingual skills an asset.
- Demonstrated experience in interacting with the public.
- Demonstrated experience in providing prompt and courteous customer service in person, via phone, in writing, and through electronic media.
- Demonstrated commitment to service excellence and customer satisfaction.
- Regular and prompt attendance required.
- Willingness to work a flexible schedule including some evenings and weekends.

- Some experience with Girl Scouts is a plus.
- Member Responsiveness - Seeks and acknowledges the views and ideas from Members; identifies, prioritizes, and balances Member issues; takes time to answer questions and explain decisions; follows through on commitments to Members in a timely manner; maintains a commitment to continuous improvement.
- Active Listening - Ability to skillfully use a variety of questions and other active listening techniques to promote a robust discussion with other Members and identify needs.
- Proven record of functioning as a self-starter who can work independently with minimal oversight and take initiative; demonstrated flexibility, adaptability, self-management, and organization, and a strong attention to detail.
- Oral and Written Communication abilities (in person, verbal, written, phone, other electronic media) – Expresses ideas and facts in a clear and understandable manner appropriate for the individual or group; listens to and comprehends what others are saying; prepares organized and structured presentations; demonstrates ability to work with a wide range of sensitive and confidential issues and communicates effectively with a diverse group of girls, volunteers, and staff.
- Excellent technical computer skills in Microsoft Office (including Word, Excel, Outlook), Customer/Member Relationship Management systems, and social networking.
- Project Management – demonstrates ability to coordinate multiple projects while managing conflicting priorities and deadlines; anticipates issues, obstacles, or opportunities that may impact plans or actions; establishes courses of action for accomplishing goals while attending to and incorporating information obtained during day-to-day administrative tasks.
- Excellent independent decision-making skills and strong resourcefulness.

Additional Organizational Requirements

- Subscribe to the principles of the Girl Scout Movement.
- Possess a positive attitude with strong work ethic, integrity and honesty.
- Must be flexible, adaptable and willing to thrive in an ever changing/fast-paced environment.
- Develop and maintain sensitivity to employee diversity in the work place.
- Behave in ways that demonstrate respectful treatment of other employees, volunteers and girls.
- Practice pluralism and be inclusive with the services provided.
- Valid CA driver's license, access to reliable transportation, and proof of insurance

Physical Requirements

The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. The environment for this position is mostly clean and comfortable but may include some minor annoyances such as noise, odors, drafts, etc. In the course of performing this work, the incumbent:

- Will spend time sitting, utilizing the computer.
 - Will spend time standing/walking throughout the facilities.
 - Must travel via personal vehicle or public transport to various facilities throughout the region.
 - May lift up to 15 lbs. periodically. If more, the incumbent must request assistance.
- The incumbent must be able to perform this job safely, without endangering the health or safety of him/herself or others.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please submit your resume to Lori Zeman at LZeman@girlscoutsla.org with "Customer Care Specialist position" in the subject line.