

Job Title: Customer Care Specialist
Department: Customer Care
Reports To: Customer Care Manager or Director Membership Support

Council Overview (Optional)

GSGLA serves more than 40,000 girls in the diverse communities of Los Angeles County and parts of Kern, San Bernardino, and Ventura counties, with the support of more than 25,000 volunteers. GSGLA is one of the most dynamic councils and the fifth largest in the country.

Job Summary

The Member 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

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 Member-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.
 - 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.
3. Supports administrative functions.
 - Data entry of volunteer applications and background check info.
 - 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.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Education and/or Experience

- 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.

B. Certificates, Licenses, Registrations

- Valid CA driver's license, access to reliable transportation, and proof of insurance

C. Competencies (Knowledge, Skills Abilities)

- 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; 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.

D. Additional Organizational Requirements

- Subscribe to the principles of the Girl Scout Movement. All employees of the Girl Scouts of Greater Los Angeles must possess a positive attitude with strong work ethic, integrity and honesty and are expected to be flexible, adaptable and 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.
- Interface with people with courtesy and patience. Defuse aggressive people with a calm demeanor, while demonstrating understanding and empathy.

- Employee will be expected to proactively contribute to the success of their work team by sharing relevant information, encouraging open dialogue, respecting other team members, supporting collaboration, encouraging ongoing self-assessment and supporting new ideas and ways for achieving the goals and objectives for GSGLA.
- Employees are responsible for playing an active role in supporting the Cookie Program Activity by:
 - a) Learning and communicating fundamental information such as the program value for girls, key dates, general proceeds and awards for troops/girls, baker, annual theme and mascot, cookie varieties, basic terminology, as well as articulating how the money from the sale of cookies supports the council mission.
 - b) Understanding and following cookie program policies and procedures and positively promoting the cookie program and its policies to internal and external constituencies.

E. 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.

- Sufficient eye-to-hand coordination to successfully operate a computer keyboard.
- Ability to sit upright for extended periods of time.
- Sufficient visual acuity to make appropriate judgments with regard to Girl Scout materials.
- Ability to travel to and/or attend offsite meetings.
- Physical ability to frequently stop, kneel, bend, crouch, reach overhead, grasp, push, pull, lift, and move objects up to 25 pounds at shoulder height, and occasionally lift in excess of 25 pounds.
- Demonstrated normal depth perception.
- See and read printed materials, with or without visual aids; distinguish colors; read and understand rules and policies, labels and instructions.
- Verbal communication including the ability to speak and hear at normal room levels.
- Other demands, as determined by the council.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Employee Signature: _____ **Date** _____

Supervisor Signature: _____ **Date** _____