



**Girl Scout of Desert Southwest
Job Description
Customer Care Coordinator**

Job Title: Customer Care Coordinator
Department: Operations
Reports To: Data Analyst Director
FLSA Status: Full Time, Non-Exempt
Grade: 5

JOB SUMMARY

The Customer Care Coordinator is responsible for providing an exceptional level of customer care as the first point of contact for incoming calls, emails, walk-in traffic, and social media to the Girl Scouts of Desert Southwest. As the organization’s primary interface with existing and potential members, this role will solve inbound concerns and inquiries in an effort to make it as desirable as possible to be a member of the Girl Scout movement.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following; other duties may need to be assigned according to the particular needs of your council and areas of supervision.

- Serve as the first point of contact for inquires via phone, email, or in person, providing the highest level of customer service to all members, both external and internal.
- Maintain an average 1-business day closure rate of 85% or higher.
- Average 4 hours or less to complete customer inquiries.
- Use and maintain a central knowledge base of information to answer 80%-90% of all incoming inquires/requests.
- Meet with subject matter experts throughout the organization to knowledge-mine answers to frequently asked questions.
- Log and document any communications with members in a shared Customer Relationship Management (CRM) software. Salesforce
- Ensure all member contact information is correct with each customer touch-point.
- Assist the Data Analyst Director with basic reporting regarding customer care.
- Develop a friendly and familiar relationship with all volunteers, members, and staff to support the organizations mission, goals and strategic priorities.



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- Learn inquiring customer’s full narrative to best assist them with their request.
- Other duties as assigned.

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

- Bachelor’s degree in a relevant course of study, or equivalent experience.
- Minimum of 1 year experience in a customer support role.
- Previous CRM experience; Salesforce preferred.
- Previous experience with call center level phone systems.
- Excellent communication and interpersonal skills – oral and written.
- High proficiency in email management, calendar management, and Microsoft Office.
- Calm demeanor.
- Active listening skills.
- Demonstrate a commitment and ability to interact with diverse populations.
- Demonstrate ability to handle sensitive information; ability to manage conflict resolution

B. Certificates, Licenses, Registrations

Valid Driver’s License and Girl Scouts Membership Required

C. Language Skills

Excellent, effective English language abilities, both oral and written. Bilingual in Spanish a plus.

E. Reasoning Ability

Demonstrated reasoning ability, in order to successfully lead and/or manage responsibilities as described above.

- Ability to work independently and prioritize work while managing multiple deadlines
- Proven capability to work in a collaborative, service-focused environment
- Demonstrably strong analytical skills, as well as problem-solving and conflict management capabilities

F. 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.

- Sufficient eye-to-hand coordination to successfully operate a computer keyboard
- Ability to work a flexible schedule including early evenings and weekends
- Ability to give and receive information by telephone and in person
- Ability to sit upright for extended periods of time
- Ability to occasionally climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- Must have personal transportation and ability to drive, possess a valid driver's license, maintain personal auto insurance and meet the council insurance company's requirements for coverage.
- Other demands, as determined by the council.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the

essential functions. This job functions primarily out of Council's headquarters which provides an environment as follows, professional work space, along with a retail shop, front desk, training center, and warehouse.

Girl Scout Core Competencies:

The competencies listed below are core to the Girl Scout movement:

- **Empathy, with colleagues and customers** – a successful member of the Girl Scout team approaches other with a service mindset, offers humility and inspires trust, takes time with people and is a good listener, and overall offers respect and kindness to all.
- **Possibility Thinking** – staff members approach challenges with curiosity, shows enthusiasm, explores alternatives before acting, takes on challenging tasks and sees opportunity in ambiguity, change and transition.
- **Innovation** – core to Girl Scouting staff must think in unique and independent ways, pursue standards of excellence, learn from risk taking and failure, and embrace new ideas from everywhere and everyone.
- **Courageous Leadership**, of self and others – staff work for the good of the whole, work collaboratively at all times, model assertive behaviors: bold, confident, respectful, empower others and distributes decision making, promotes honest communication and passionate debate, and maintains personal integrity.

Acceptance of Job Description:

I understand and accept this job description. I understand that it supersedes any previous job description. I further understand that future performance evaluations will be based on my meeting the tenets of the job description. The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the position. I acknowledge being given a copy of this job description.



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Agreed to by _____
Employee Signature

Date

Print Name

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