



**Girl Scout of Desert Southwest
Job Description
Welcome Specialist/Retail**

Job Title: Welcome Specialist/Retail
West-(Las Cruces & El Paso)
East-(Odessa & Midland)

Department: Membership

Reports To: Regional Director or Director-Council Regional Services

FLSA Status: Full Time (Regular), Non-Exempt

Grade: 5

JOB SUMMARY

The Welcome Specialist serves visitors by greeting, welcoming, and directing them appropriately; notifies Girl Scout personnel of visitor arrival if necessary, provides customer support as needed. In addition, they are responsible for the management of the Councils retail operations. Each Welcome Specialist/Retail manager, establishes council shop objectives including the sales goals, margin and profitability plan that support the annual shop budget. Develops and implements annual merchandise and marketing plans in coordination with the other Welcome Specialist/Retail managers and in consultation with the Regional Directors to achieve these objectives by promoting and stimulating sales of Girl Scout merchandise while meeting the needs of girls, adult members, employed staff and visitors. Provides professional, quality customer service to internal and external customers and presents a positive image of Girl Scouts.

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

- Greet guests & volunteers
- Answer telephone calls
- Provide basic membership registration support
- Assist customers with event sign-up
- Receives incoming mail and prepare outgoing mail/ packages for postage
- Logs/photo copy checks received in the mail and submit to Finance
- Maintain office equipment and phone systems; call for service as needed
- Prepare overnight and express packages; coordinate courier deliveries
- Listen to general voice mail messages; distribute messages to staff

- Update internal directories, phone lists and company lists
- Distribute faxes
- Maintain organization and cleanliness of reception, conference room, storage and kitchen areas, restock paper products throughout the office, clean office glass at entry doors as needed
- In partnership with the Marketing Dept. , develops a marketing plan to position the retail store as the center of membership, program and branding activities, fully integrated in all council departments, aligned with council events, the Girl Scout calendar and the seasonal calendar.
- Manages technical aspects of retail store including stock levels, ordering, inventory controls, pricing, sales and marketing.
- Ensures efficient and effective operations to meet annual sales objectives while utilizing sound merchandising techniques.
- Develops and establishes an inventory control process utilizing an integrated retail management system.
- Ensures adequate/appropriate stock levels are maintained by conducting sales and inventory movement analysis. Considers seasonal and special needs of the customers of the retail store.
- Develops and maintains an effective relationship with GSUSA and outside vendors to keep abreast of product changes, current trends and pricing.
- Coordinates with communication and marketing departments the design of promotional materials and disseminates sales and product information through appropriate council communication channels.
- Assist in developing and monitoring the annual retail operating budget.
- Remove and record amount of cash in register at end of shift.
- Keep the showroom clean and orderly.
- Produces weekly and monthly reports and additional reports as needed.
- Perform 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

- High School Diploma/GED
- Minimum 3 years Front Desk/Reception work experience
- Proficiency in Word, Excel, and Outlook.

- Minimum 2 years work experience in Retail.
- Proficiency in Word, Excel, PowerPoint, and Outlook.
- Excellent Customer Service skills
- Outstanding communication rapport with dynamic telephone presence and articulate voice.
- Highly organized, detail focused, and self-motivated.

B. Certificates, Licenses, Registrations

Valid Driver's License and Annual Girl Scouts Membership Required

C. Language Skills

Excellent, effective English language abilities, both oral and written.

E. Reasoning Ability

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

- Ability to plan, organize and prioritize work.
- Ability to use sound judgement in decision-making, and to work independently.
- Ability to effectively identify, analyze, and solve problems.

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. 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 occasionally work a flexible schedule including nights and weekends
- Ability to give and receive information by telephone and in person
- Ability to sit upright for extended periods of time.
- Ability to stand or walk 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.

- 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.

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.



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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.

Agreed to by _____
Employee Signature

Date

Print Name