



Job Title: Member Care Specialist
Department: Member Care Location: Newark or Salisbury
Reports To: Volunteer Services and Member Care Director

FLSA Classification: Exempt _____ Non-exempt X

Job Summary

The Member Care Specialist serves as the first point of contact for inquiries via phone, email or in person. The Specialist is responsible for providing the highest level of customer service to all members/customers, both internal and external.

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 customer-centric environment in public areas of Council facilities.
- Ensures and provides quality service to both internal and external customers.
- Answers inquiries by clarifying desired information, researching, locating and delivering findings.
- Processes and ensures data entry of manual membership registration forms through adherence to processes established.
- Maintains contact center database (Solutions Library) by entering information accurately and quickly.
- Enhances organization reputation by providing a positive customer experience for all those contacted, either in person or by phone.
- Provides back-up administrative support across all departments as needed which may include the production of written materials and reports (copying, assembling, etc.), filing, data entry (i.e. program evaluations, data cleaning queries), equipment check out, room reservations and front desk staffing, office supply stocking, and assistance during peak volume times throughout the Girl Scout membership cycle. (I.e; Fall and Early Bird Recruitments, Cookie and Fall Product Programs, etc.).
- Performs other duties as assigned.

Competencies and areas of expertise may include:

- Customer Responsiveness - seeks and acknowledges the views and ideas from customers (for example, internal and external); identifies, prioritizes, and balances customer issues; takes time to answer questions and explain decisions; follows through on commitments to customers in a timely manner; maintains a commitment to continuous improvement. Displays comfort in presenting the value behind

solutions in a way that resonates with what is most important to customers of the organization.

- Active Listening - ability to skillfully use a variety of questions and other active listening techniques to promote a robust discussion with members/customers and identify needs.
- Attention to detail.
- Demonstrated ability to work under minimal supervision and take initiative in making decisions.
- Oral and Written Communication abilities (i.e. In person, verbal, written, phone, and/or via 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; has demonstrated ability to work with a wide range of sensitive and confidential issues and communicate effectively with a diverse group of girls, volunteers, and staff.
- Technical computer skills in Sales Force (CEI – Volunteer Systems), Microsoft Office including Word, Excel, Outlook, and social networking.

Physical Demands:

- Must be able to work both in an office setting and independently and capable of lifting 25 pounds.

Direct Reports: None

Travel/Hours

- Monday – Friday 9 a.m. – 5 p.m.
- Less than 10% travel

Education/Experience

- Bachelor Degree in relevant sales, business administration or related field from an approved college or university. Other combinations of education and experience that demonstrate the ability to perform the duties of the position may be considered.
- Prior experience in customer service, retail, office support or other relevant area is preferred.

The Following Requirements Apply to All Positions

- Become a registered member of the Girl Scouts of the United States of America. Have working knowledge of the Girl Scout philosophy and program, and be committed to the Girl Scout mission.
- Cope with stressors and demands that are associated with the job and/or the work environment so that acceptable and defined levels of performance and overall contribution are maintained. While all jobs involve dealing with stressors, the particular stressors may vary job to job.
- Adaptable and flexible work environment including but not limited to working additional hours (nights and weekends) as business needs may require, handling

more than one task concurrently and, easily adapting to new assignments, systems, and processes.

- Possess a valid Driver's License and have regular access to a reliable vehicle.
- Must be able to work both in an office setting and independently and capable of lifting 25 pounds.
- While all these continuing responsibilities apply to all jobs in Girl Scouts, the specific ways in which they apply, vary from job to job.