



Job Title: Member Care Specialist
Department: Member Care Location: Newark
Reports To: Associate Director of Member Care

FLSA Classification: Exempt ____ Non-exempt X

Job Summary

The Member Care Specialist is well-versed in the council's organizational structure and programs across all lines of business, providing clear and informative responses and solutions to members. The Member Care Specialist serves as the first point of contact for all inquiries via telephone, email, or in person; providing the highest level of customer service to all members/customers, both internal and external. The Member Care Specialist is responsible for successfully culminating recruitment efforts by initiating and pursuing communications strategies and protocols needed to convert prospective members (leads) to registered members. They work collaboratively with the Volunteer Support Team to ensure achievement of GSCB girl and adult membership goals.

Essential Duties and Responsibilities

Customer Care

- 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.
- Utilizes Girl Scouts of the Chesapeake Bay's customer relationship management system as a tool to track customer interactions and provide outstanding customer service.
- Ensures and provides quality customer service to both internal and external customers.
- Enhances organizational reputation with knowledge of ongoing council activities across all lines of business.
- Resolves product or service problems by clarifying the member's complaint/issue; determines the cause of the problem; selects and explains the best solution to solve the problem and expedites the correction or adjustment. Follows up to ensure resolution and satisfaction.
- Supports Front Desk activities through an established staffing rotation

Recruitment and Retention

- Utilizes Sales Force (CEI – Volunteer Systems) customer management system to support pursuance of prospects/leads throughout the recruitment process.
- Assists in achieving the council's goals for girl and adult membership through implementing membership strategies in assigned areas of responsibility.

- Supports external recruitment efforts by timely follow-up on new prospects/leads and referrals resulting in conversion to members.
- Assists placement efforts through communication with troop co leaders and parent/guardians, ensuring girls are placed into opportunities in a timely manner.
- Supports recruitment and retention efforts by processing of troop transfers, membership payments, create new troop inquiries, financial assistance requests, and ensure resolution to challenges with Criminal Background screenings.

General Support

- Supports maintenance of Solutions Library by entering information accurately and quickly.
- Assists with data entry and data cleanliness tasks related (but not limited) to membership, property, and programs.
- 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), front desk staffing, 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.
- 0-3 years 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.