

**GIRL SCOUTS OF MICHIGAN SHORE TO SHORE
POSITION POSTING**

Title: Customer Service Specialist

Reports to: Retail Services Director

Classification/FLSA Status: Regular Full-time/Non-Exempt

LOCATION: Grand Rapids Service Center

GRADE: 12

Position Summary: The Customer Service Specialist provides ongoing courteous and efficient support to all customers by answering phone calls, processing paperwork, and referring and/or connecting customers to appropriate information or staff/volunteer. She/he assists with a wide variety of administrative and clerical support tasks related to the entry and maintenance of council records and data pertaining to council. She/he projects a professional image through in-person and phone interaction and possesses good organizational and record keeping skills.

Essential Duties and Responsibilities:

1. Provide Council Shop services, assist customers, serve as cashier, and assist with Shop physical inventory.
2. Maintain records and administer the check-in and out of volunteer resource materials.
3. Perform general maintenance of office equipment, maintain office equipment records and generate monthly reports.
4. Assist in project management, correspondence, clerical and database management.
5. Possess knowledge of Girl Scout retail shop items, inventory and Point of Sale systems
6. Perform duties related to receipting and/or internal financial controls as outlined in Council procedures or assigned.
7. Process and distribute mail throughout the council.
8. Ensure the absolute security and confidentiality of all council records
9. Provide and ensure professional, superior customer service is provided to all internal and external customers, members, volunteers, staff and other community contacts.
10. Other related duties as assigned.

Requirements:

1. Adherence to Girl Scouts of Michigan Shore to Shore policies and procedures
2. Registration as a member of Girl Scouts of the USA
3. Willingness to authorize a background screening with cost being absorbed by the council

Qualifications:

1. High School diploma and/or 2-4 years progressive responsibility or any combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job
2. Outstanding interpersonal and communication skills
3. Strong computer proficiency and skilled in use of MS Office Suite; strong spreadsheet and report writing skills, ability to learn and use specialized computer programs

4. Excellent judgment, with the ability to work independently and manage multiple projects and deadlines
5. Demonstrated time management skills by effectively and efficiently organizing, prioritizing and completing multiple assignments in a timely manner
6. Commitment to Girl Scout values including an unequivocal commitment to pluralism
7. Preference may be given to candidates with knowledge and experience in Girl Scout program and operations
8. Bilingual candidates encouraged to apply (Spanish/English)

To apply for this position, submit a cover letter and resume or an Application for Employment to Girl Scouts of Michigan Shore to Shore, Attn: Human Resources, via E-mail hr@gsmists.org, fax (616) 784-8187, or mail 3275 Walker Avenue NW, Grand Rapids, MI 49544

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