

# GIRL SCOUTS OF MICHIGAN SHORE TO SHORE

## JOB DESCRIPTION

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**Title: Product Sales & Customer Care Coordinator**

**Reports to:** Director of Product Sales

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

**Location:** Grand Rapids Service Center

**Salary Range:** \$30,000 - \$46,000

**Position Summary:** The Product Sales/Customer Care Specialist is accountable for the management of an assigned geographic jurisdiction's for product sales operations, providing input into establishing the council planned sales objectives. She/he assists in the development, promotion and execution of the entire product sales program while meeting the needs of girls, adult members and employed staff. She/he provides ongoing courteous and efficient support to all customers by answering phone, processing paperwork and referring and/or connecting customers to appropriate information or staff/volunteer.

### **Essential Duties and Responsibilities:**

1. Oversee and support Volunteer Product Sales Managers during the Fall and Cookie Programs.
2. Assist and participate in the development of Fall and Cookie events; including Kick-offs.
3. Work closely with GSMISTS Membership Specialists to find and maintain Volunteer Product Sales Managers during the Fall and Cookie Programs.
4. Maintain accurate records in appropriate software systems.
5. Provide direct customer service and project management for Product Sales Programs.
6. Provide backup for Council Shop services, assist customers, serve as cashier and assist with Shop Physical inventory.
7. Assist in correspondence, clerical and database management through Salesforce ensuring the absolute security and confidentiality of all council records.
8. Perform duties related to receipting and/or internal financial controls as outlined in Council procedures or as assigned.
9. Provide professional, superior customer service to all internal and external customers, members, volunteers, staff and other community contacts in person, electronically and by phone.
10. Support other council staff as needed.
11. Other related duties as assigned.

### **Qualifications:**

1. Highly developed people and project management skills, with demonstrated ability to build relationships.
2. Outstanding interpersonal and communication skills.
3. High computer proficiency and skilled in use of MS office Suite; strong spreadsheet and report writing skills.
4. Excellent judgment, with the ability to work independently and manage multiple projects and deadlines.
5. Strong management skills, including planning, problem analysis and resolution, organization of multiple priorities and staff supervision.
6. Demonstrated time management skills by effectively and efficiently organizing, prioritizing and completing multiple assignments in a timely manner and meeting deadlines.
7. Commitment to Girl Scout values including an unequivocal commitment to pluralism.

### **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 work a flexible schedule including evenings and weekends
4. Willingness to travel as job requires

5. Capability to provide own transportation and must maintain valid operator license
6. Willingness to authorize a background screening with cost being absorbed by the council
7. Ability to lift 20 – 25 pounds

**Competencies:**

1. Core
  - A. Interpersonal Relations
  - B. Team-Building
  - C. Customer Responsiveness
  - D. Personal Integrity and Professional Conduct
  - E. Self Management
  - F. Time Management
  - G. Fostering Diversity
  - H. Judgment and Decision-Making
  - I. Problem-Solving
  - J. Conflict Management
  - K. Adaptability
  - L. Oral Communication
  - M. Written Communication
  - N. Information Management
  - O. Organizational Knowledge
  
2. Product Sales
  - P. Leadership
  - Q. Membership Policies, Standards, and Resources
  - R. Marketing Knowledge
  - S. Marketing Skill
  - T. Networking
  - U. Volunteer Relations
  - V. Project Management
  - Y. Project Evaluation
  - Z. Fund Development
  - AB. Mentoring and Development
  - AC. Child Development
  - AH. Adult Education
  - AJ. Safety and Security
  - AL. Sales and Merchandising
  - AP. Budget Administration
  - AQ. Contract Management
  - AR. Graphic Design