

GIRL SCOUT COUNCIL OF THE NATION'S CAPITAL

POSITION DESCRIPTION

POSITION: Customer Care Administrative Assistant

REPORTS TO: Customer Care Manager

PRIMARY AREA OF WORK:

Customer service, data management and data entry as related to council registration systems.

SPECIFIC DUTIES:

- Work closely with membership team to support membership recruitment and retention
 - Manage bank letter approval process for troop bank accounts
 - Assist with data entry for membership registrations submitted on paper
- Work as primary Operator for council main office phone lines
 - Cover eight days of fifteen day rotation
 - Provide support to all callers utilizing case management in Salesforce
 - Maintain Operator Manual
 - Onboard new operators
- Work with Salesforce database to maintain database quality through a wide variety of continual data clean-up activities
- Manage Financial Assistance detail ledger
- Handle invoices for department expenditures
- Provide overall administrative support to the Customer Care department
- Meet council's high customer service standards with all interactions to all volunteers, parents and staff that need assistance with registration systems.

MINIMUM QUALIFICATIONS:

- Strong computer aptitude with Microsoft software computer experience including Excel and Word.
- Strong, positive customer service skills to work with volunteers, parents, GSCNC staff.
- Excellent written, verbal and interpersonal communication skills.
- Ability to work in a fast paced environment requiring significant customer support.
- Ability to shift between a wide range of tasks with successful outcomes.