

GIRL SCOUT COUNCIL OF THE NATION'S CAPITAL

POSITION DESCRIPTION

POSITION: Customer Care Coordinator

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 with Salesforce database to provide customer support

- Create and manage customer care cases, queues and solutions
- Data entry for membership registrations submitted on paper
- Maintain integrity of database through a wide variety of continual data clean up activities

Work closely with membership team to support membership recruitment and retention

- Manage reporting process for administrative membership volunteers
- Manage bank letter approval process for troop bank accounts

Work with Camping Service Department for assigned camp(s) including:

- Assist volunteers, parents and staff with online registration
- Record receipt of health history forms
- Provide weekly bus counts
- Running reports as needed
- Processing Financial Assistance

Provide registration support for additional registration modules including:

- Program Events
- Adult Education
- Forms/Special Projects
- Campsite reservation

Meet Council's high customer service standards with all interactions to all volunteers, parents and staff that need assistance with registration systems.

Participate in council-wide data analysis projects, and other projects as needed.

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.