

GIRL SCOUT COUNCIL OF THE NATION'S CAPITAL

POSITION DESCRIPTION

POSITION: Product Sales Operations & Database Coordinator

REPORTS TO: Manager of Product Sales

PRIMARY AREAS OF WORK: While working in a team environment, help supports product sale program activities throughout the council, attaining budgetary, program and income objectives. Programs include Girl Scout Cookie and Fall Product Sale programs.

SPECIFIC DUTIES:

General:

- Responsible for financial record processing involving accounts payable & receivable; purchasing and similar support functions for the Product Sales department
- Maintain invoice and expense spreadsheet for both product sale programs
- Maintain the council wide Troop Bank Account records
- Maintain the Product Sales debt files and work with Finance to secure repayment of all debt situations
- Provide volunteer support for program management systems

Fall Product Sale:

- Maintain Nut-e, the program's management systems, ensuring accurate troop listings; as well as reliable girl, troop and payment uploads
- Work closely with Product Sales staff and the Finance Department to ensure accurate ACH payments are processed on schedule from troop accounts.
- Communicate with troop contacts pertinent information related to fall product accounts, such as magazine order errors; possible delinquencies prior to delivery; etc.
- Communicate with fall product volunteers prior to delivery about missing payment information that would prohibit delivery of product to the troop
- Manage troop overpayment and regional growth incentive proceeds reimbursements

Cookie Sale:

- Maintain eBudde, the program's management systems, ensuring accurate troop listings; as well as reliable girl, troop, booth and payment uploads
- Maintain the listing and distribution of Certificates of Insurance requested by volunteers for delivery and booth sale locations
- Work closely with Product Sales staff and Finance Department to ensure accurate ACH payments are processed on schedule from troop accounts.
- Respond to troop inquiries related to troop cookie accounts
- Communicate with troop contacts pertinent information related to cookie accounts, such as delinquency status; transaction errors etc.

- Develop a delinquency list based on troop payment history as well as delinquency reports from volunteer and process initial delinquency letters
- Work closely with the Finance Department to resolve debt issues
- Receive delinquent account payments as well as update troop accounts, and maintain accurate debt collection files
- Manage troop overpayment and regional growth incentive proceeds reimbursements

MINIMUM QUALIFICATIONS:

- Bachelor's degree or equivalent work experience
- Strong written and verbal communication skills
- Strong computer aptitude
 - Familiarity and skill with Microsoft software suite
 - Commitment to mastery of vendor provided sales management tools
- Unwavering commitment to quality Girl Scout programs
- Ability to work effectively in collaboration with diverse groups of people
- Possess integrity, positive attitude, mission-driven and self directed
- Solid judgment and apparent leadership skills
- A team player, who can interrelate and operate effectively with peers and other associates within a collegial, yet demanding work environment
- Manage multiple tasks simultaneously and thrive in a complex environment with multiple priorities
- Strong analytical skills: basic business intuition, and common sense
- Displays an attitude of excellent customer service and strong work ethic

PREFERRED QUALIFICATIONS: Preference may be given to candidates with Girl Scout experience. Experience in sales and marketing in a non-profit environment may be helpful.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to communicate verbally. The employee frequently is required to stand; walk; sit; use hands to finger, handle or feel; and reach with hands and arms.

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.