

TITLE:	Customer Care Manager
REPORTS TO:	Director of Retail & Customer Care
FLSA CLASSIFICATION:	Non-Exempt
DATE:	April 2022
GRADE:	4
WORK LOCATION:	Assigned Service Center; Hybrid opportunity available Occasional travel within council jurisdiction

SUMMARY OF POSITION

The Customer Care Manager provides comprehensive oversight of essential customer care functions including case queue management, financial assistance and resolving and escalating technical issues to GSUSA. They own the financial assistance process and provide contact center management including phone and email responses and managing resolutions and cases that may need further research. They utilize Salesforce knowledge articles and document responses and correspondence in Salesforce management system. The Incumbent also manages customer care knowledge articles and supports conversions, retail and general business operations as needed or during specified high traffic times.

ACCOUNTABILITIES

- Manage the day-to-day contact center and customer care functions. Function as first-line responder to the majority of inquiries from members, family and community.
- Utilize knowledge articles to ensure consistent responses across the council. Maintain primary responsibility for creating and updating customer care knowledge articles as needed or when assigned for annual review. Maintain general knowledge of frequently asked questions about Girl Scout merchandise and program.
- Serve as the subject matter expert in Salesforce and Hybris. Provide new-hire and current staff training as needed.
- Provide cross functional support and back up for online event creation and registration.
- Manage and process financial assistance requests submitted to Customer Care and monitor and update monthly financial aid budget. Update financial assistance business process as needed.
- Respond to all inquiries in a high quality, customer friendly, timely and efficient manner that will yield overall customer satisfaction and ensure a professional image of the organization.
- Document customer contacts, responses and follow up in Salesforce to allow for continuity and consistency between staff and volunteers.
- Provide backup conversion support to the Engagement team during high traffic times during the year.
- Process memberships through Salesforce.
- Support retail operations as needed.
- Provide customer care expertise to support council operations as needed or requested
- Engage cross-functionally with teammates to fully support annual council membership recruitment and retention plans.
- Participate actively in developing environments that foster diversity, equity, inclusion and access through words, actions and attitude. Ensure work plans are designed to enhance the diversity of our membership.
- Perform other duties as necessary or assigned.

QUALIFICATIONS

Core Competencies

- Customer Responsiveness
- Verbal and Written Communication
- Achieve Results
- Problem Solving
- Project Management
- Time Management
- Judgment & Decision Making

Qualifications

- Associates degree in a related field or an equivalent combination of educations and related experience.
- Minimum of four years of demonstrated experience in providing comprehensive customer service.
- Prior experience working with Salesforce or similar CRM and general office administrative work is required.
- Knowledge of Girl Scout philosophy, standards, program, and systems are desirable.
- Willingness and ability to work regular and varied hours, including some evenings and weekends.

Additional Requirements

- Subscribe to the principles of the Girl Scout Movement and become and remain a registered member of GSUSA, Girl Scouts Carolinas Peaks to Piedmont.
- Successfully pass criminal and driver background investigation.
- Valid state-issued driver’s license, valid auto insurance, acceptable driving record and access to a vehicle on a daily basis and willingness and ability to travel throughout the council’s geographic area.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use. The employee must occasionally lift and/or move up to 35 pounds. The employee must have close visual acuity to perform activities such as viewing a computer terminal, preparing and analyzing data and figures and extensive reading. The employee must be able to operate a passenger car and drive throughout the council jurisdiction on an occasional basis.

DISCLOSURE & ACKNOWLEDGEMENT

The statements above reflect the essential functions and qualifications for this job, but should not be considered an all-inclusive listing. Employees may be asked to perform other duties as needed to ensure the smooth functioning of Council operations. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Please be advised that this document should not be construed, in any manner, as a contract of employment. All employees of the Girl Scouts Carolinas Peaks to Piedmont are employees “at-will.” By signing below, I acknowledge I have read, understand and am able to successfully perform the responsibilities and requirements of this position as described.

Employee Signature

Date