**Part-Time Retail Customer Care Specialist**

**Department:** Retail & Customer Care  
**Reports to:** Asst. Dir of Retail Sales  
**Location:** Asheville, NC  
**Employment Status:** Part-time, Non-exempt  
**Hours:** Mon-Thurs 9AM-2PM OR 12PM-5PM*  
*Some flexibility may be available  
Occasional additional hours on Friday, Saturday, evenings, and mornings  
**Hiring Range:** $12.50—$14.90 per hour  

GIRL Scouts Carolinas Peaks to Piedmont offers excellent paid time off to part-time team members, including paid vacation, sick leave and holidays.

**Invest in Girls. Change the World!**

Are you ready to lead like a G.I.R.L. and help girls change the world for the better, and leave a lasting legacy in the heart of every girl you reach. At Girl Scouts Carolinas Peaks to Piedmont, we build girls of courage, confidence, and character who make the world a better place. Imagine being a part of the largest and most successful girl leadership program in the world, where our talented professionals empower girls to become Go-getters, Innovators, Risk-takers, and Leaders!

**What will you do?**

- Provide top-notch customer service in our Triad Service Center in the retail store as well as for telephone, email and in person customers.
- Utilize Salesforce customer management system to provide customer solutions and document responses.
- Be an expert resource for our retail customers on Girl Scout uniforms, badges, patches, and program resources.
- Maintain neat and orderly sales floor and maintain adequate stock/inventory levels.
- Provide general administrative duties including data entry, reporting, receipting and mail preparation/distribution.

**EQUAL OPPORTUNITY EMPLOYER**
Who are we looking for?

- A **Go-getter** who is bold and honest and determined to find the best way to meet our customers’ needs.
- An **Innovator** with a can-do attitude to think outside the box to provide first contact resolution.
- A courageous and strong **Risk-taker** who is ready to try new things, who works with consistent drive, a sense of urgency, flexibility, and a desire to learn.
- A confident and responsible **Leader** who is committed to providing top-notch service to all internal and external contacts with a desire for first-contact resolution.
- A customer service pro with at least two years of experience in retail customer service.
- An innovative person with a can-do attitude with excellent problem-solving skills.
- Someone who can maintain a calm and professional demeanor with customers concerns.
- An effective and persuasive communicator across a variety of audiences and platforms (verbal, written, telephone, email, in person) who uses proper grammar, punctuation and spelling and is a role model for others in doing so.
- Someone who is proficient in standard Office software (MS Word, Excel, Outlook) and point-of-sale systems, with the ability to learn and utilize new software applications. Previous experience with Salesforce and/or Counterpoint is highly desirable.
- Someone who is willing and able to work the *regular schedule of Monday—Thursday 9AM—2 PM OR 12PM—5 PM as well as occasional Friday, Saturday, afternoon and evening hours. *Some flexibility in this schedule may be available for an excellent candidate.
- Someone who takes pride in their work and is passionate about the Girl Scout Promise, Law and Mission and values and promotes our commitment to diversity and inclusion.
- Experience with and knowledge of Girl Scout philosophy, standards, program and systems and prior non-profit work is preferred.
- Bi-Lingual (English/Spanish) candidate is strongly preferred.

What else will you need?

- Associate’s degree in a related field or an equivalent combination of education and experience.
- Reliable form of transportation, possession of a valid driver’s license and vehicle insurance coverage.
- The ability to lift and carry up to 35 pounds.
- Acceptable criminal background check and driver history.

Does this sound like you?

Submit the following to careers@girlscoutsp2p.org as soon as possible.

- Cover letter including salary requirements
- Resume

We are an at-will, equal opportunity employer.