

# Join our team! Now hiring a Customer Care & Retail Specialist

For more than 100 years, Girl Scouts has helped girls develop the skills and confidence they need to succeed in every area of life. From the youngest Girl Scout to our graduating high school seniors, we believe in the power of every girl.



We seeking a **CUSTOMER CARE AND RETAIL SPECIALIST** who can help us successfully provide professional, quality customer service to internal and external customers, as well as, maintain merchandise and stimulate sales of the Girl Scout Shop while presenting a positive image of Girl Scouts. We are on a mission to build girls of courage, confidence, and character who make the world a better place. The right candidate won't just be supporting a program, you will be providing a high-quality, girl-centered, and girl-led experience for tomorrow's leaders and change-makers right in your community.

## **JOB DUTIES**

### Customer Care:

- Act as first point of contact for incoming calls, emails, and website requests (case management)
- Greet guests and volunteers – enhance organization reputation by providing a positive customer experience for all those contacted either in person, by email, or by phone
- Communicate with staff in all departments to stay up to date on calendars, events, and FAQs
- Respond to inquiries by clarifying desired information, researching, and delivering solutions
- Maintain contact center database by entering information accurately and quickly
- Process event and membership registrations
- In partnership with Director of Customer Care, process internal/external documents: Special Activity Applications, Insurance Requests, Certificates of Insurance, Building Use Agreements, Camp Koch Reservations, etc.
- Assist and support other members of the Customer Care Team and Council in other tasks as needed or assigned

### Retail Specialist:

- Assist retail customers in person, email, and by phone
- Maintain clean and orderly showroom, counter and stock area
- Produce weekly and monthly reports; submit retail invoices to GSUSA and outside vendors
- Develop and maintain updated Retail Management System processes
- Ensure efficient and effective operations to meet annual sales objectives while utilizing sound merchandising techniques and adhering to the shop budget
- Work with Director of Customer Care to manage technical aspects of retail store including stock levels, ordering, inventory control, pricing, sales and marketing
- Ensure adequate/appropriate stock levels are maintained by conducting sales and inventory movement analysis – consider seasonal and special needs of the Girl Scout Shop customers
- Develop and maintain effective relationship with GSUSA and outside vendors to keep abreast of product changes, current trends and pricing
- In partnership with the Marketing Department, develop a marketing plan to position the retail store as the center of membership, program, and branding activities
- In partnership with the Program Department, work to highlight merchandise with badge showcases and generate foot traffic by facilitating interactive workshops held at the Girl Scout Shop

## **JOB QUALIFICATIONS**

- Girl Scout experience a plus
- Passionate about girl leadership
- Excellent Customer Service skills
- Sales/Reception/Retail experience, or at least a strong desire to learn
- Self-motivated and efficient with strong time-management skills
- Excellent written and verbal communication skills with dynamic telephone presence
- Experience with Microsoft Office; familiarity with Salesforce and OpSuite a plus
- Ability to work 32 hours per week

## **COMPENSATION & BENEFITS**

- \$12.00-\$13.00 per hour
- Excellent PTO (3 weeks the first year) and holiday package (includes major holidays and the week between Christmas and New Year's Off)
- 403b
- Life Insurance and Long-term Disability and Dismemberment policies provided by the organization

## **ORGANIZATION REQUIREMENTS**

- Belief in the mission and purpose of the Girl Scout movement and willingness to subscribe to principles expressed in the Girl Scout Promise and Law
- Valid driver's license
- Access to reliable transportation and proof of insurance
- Background and credit check

## **TO APPLY**

Email your cover letter and resume to [aking@girlscouts-gssi.org](mailto:aking@girlscouts-gssi.org).

## **DIVERSITY, EQUITY, INCLUSION, AND BELONGING (DEIB) STATEMENT:**

Girl Scouts of Southwest Indiana fosters belonging and respect for all individuals. We empower all girls, volunteers and staff to fulfill their potential and make the world a better place. Our Girl Scout Promise drives us to provide diverse, equitable and inclusive experiences. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

## **WE ARE GIRL SCOUTS**

Girl Scouts bring their dreams to life and work together to build a better world. Through programs from coast to coast, Girl Scouts of all backgrounds and abilities can be unapologetically themselves as they discover their strengths and rise to meet new challenges—whether they want to climb to the top of a tree or the top of their class, lace up their boots for a hike or advocate for climate justice, or make their first best friends. Backed by trusted adult volunteers, mentors, and millions of alums, Girl Scouts lead the way as they find their voices and make changes that affect the issues most important to them. To learn more, visit [girlscouts-gssi.org](http://girlscouts-gssi.org).

**Girl Scouts of Southwest Indiana**  
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