



Girl Scouts®

Girl Scouts of the Fox River Area, Inc.

JOB DESCRIPTION

POSITION: OFFICE SERVICES ASSISTANT – CUSTOMER SERVICE CENTER/PART TIME/LIMITED TEMPORARY AND/OR SEASONAL

REPORTS TO: Manager Customer Service

HOURS: 8-15 hrs per week between 8 a.m. and 7 pm. Must be able to work a flexible schedule; primarily afternoons, early evenings and Saturdays as needed.

LOCATION: Girl Scout Program center with possibility of working Trading Post at Camp Winnecomac during summer months.

SUMMARY OF POSITION:

This position provides superior service to all phone and walk in customers. Primary duties include, but are not limited to, helping customers in the shop and volunteer resource room, receiving inventory, maintaining the shop sales floor and receipting transactions on a computerized Point of Sale system. This is a non-exempt, hourly paid position. Hours are assigned on an as needed basis.

ACCOUNTABILITIES:

★ =Essential Functions

- ★ Support the income and customer service goals of The Council Shop; assist the customer service center staff in helping customers, maintaining and pricing stock, checking in orders, preparing outgoing orders, arranging merchandise displays and receipting shop transactions.
- ★ Assist in the organization, operation and maintenance of the front desk area, including daily opening and closing procedures, answering telephone calls, greeting customers and responding to customer needs.
- ★ Facilitate membership, program, training and property registrations
- Maintain the shop sales floor with light housekeeping to keep it clean and orderly.
- Make labels and signs as needed, copy flyers and keep adequate supply on hand.
- Assist other staff with seasonal needs such as recruitment box reservations, fall product sales and cookie cupboard sales.
- Provide back up for the program and/or membership support staff including receipting camp, program and membership registrations.
- Provide back up for Customer Service staff in processing and filling resource requests.
- Assist with camp trading post. (summer only)
- Special projects and tasks as assigned.

QUALIFICATIONS:

- Proficiency with computerized cash register systems and/or Microsoft Office programs.
- Excellent customer service skills; ability to deal with people diplomatically and efficiently.
- Excellent communication skills, both verbal and written.
- Excellent math skills
- Ability to attend to multiple tasks efficiently and effectively.
- Ability to work well under pressure, be professional, organized and have a pleasant voice and demeanor.
- Knowledge of Girl Scout program desirable.
- Related work experience desirable.

WORKING CONDITIONS

Receives supervision from the customer service manager, but receives direction from various staff on specific tasks such as training registration, meetings, camp registration, etc.

The physical demands described 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 position, the employee is frequently required to stand, work on a computer and/or converse for prolonged periods of time. The employee is occasionally required to walk, and to frequently operate office equipment. The employee must occasionally lift and/or move up to 40 pounds.

Occasional travel during summer months may be required and is entirely local in nature.

Growing the organization is an integral part of service to girls. Every employee will play an active role in membership and fund development by contributing personally, by maintaining an active membership in Girl Scouting and by seizing opportunities within their position (for example: making contacts, training, sharing the Girl Scout story, involvement in collaborations, asking for in-kind donations, identifying potential donors).

Girl Scouts of the Fox River Area, Inc. requires membership in the Girl Scout organization as a condition of employment.