

<b>Job Title:</b>	Customer Support Specialist- Retail I, and Data Entry I	<b>Reports To:</b>	Direct - Customer Experience Manager Indirect - Help Desk Manager
<b>Department:</b>	Help Desk and Customer Experience Team	<b>Travel Required:</b>	Up to 10%
<b>Location:</b>	MI – Saginaw	<b>Status:</b>	Full-time, Non-exempt
<b>Level:</b>		<b>Date Posted:</b>	06/27/2019

**To apply please include a cover letter, resume, and employment application. Applications accepted by:**

**Subject Line:** Customer Support Specialist- Retail I and Data Entry I - Saginaw  
**Website:** <http://www.gshom.org/en/our-council/careers.html>  
**E-mail:** [hr@gshom.org](mailto:hr@gshom.org)  
**Fax:** (269)492-1439

**MAIL:**  
 HR Department  
 Girl Scouts Heart of Michigan  
 601 W Maple  
 Kalamazoo, MI 49008

**Job Description**

**POSITION SUMMARY**

The Customer Support Specialist- Retail I is accountable for the management of the retail shop in the Saginaw Regional Center in accordance with the Girl Scouts Heart of Michigan objectives including the sales goals and a profitability plan that supports the annual retail budget while creating a welcoming, positive and professional environment for customers and volunteers.

Data Entry I - Will provide data entry and administrative support for all teams as it relates to the department goals, objectives, and budget.

**ESSENTIAL FUNCTIONS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Based in the Saginaw Regional Center and will work at the Girl Scout camps and at specified events on an as-needed basis
- Ensure store and welcome area are clean and have a welcoming atmosphere to customers and guests
- Ensure the atmosphere of the shop is a reflection of the Girl Scout philosophy and image
- Greet customers and guests as they come into the office and assist with any questions or needs
- Provide excellent customer service to volunteers, customers and staff
- Implement the annual merchandise and marketing plan to achieve objectives by promoting and stimulating sales of Girl Scout merchandise while meeting the needs of girls, adult members, staff, and guests; partner with all departments to achieve these goals
- Assist in coordination of all aspects of shop sales to assure retail remains a viable funding source for the council
- Track inventory and sales on a daily basis
- Assist in creating creative promotions to help increase sales
- Set up advertising displays and arrange merchandise to promote sales
- Accept payments and make change

- Remove and record amount of cash in register at end of shift
- Obtain, receive and ship merchandise as needed from other Girl Scout Retail Shops
- Answer customer and volunteer questions about Girl Scouting
- Member of the Help Desk and Customer Experience Team (Data Entry, Retail, Administrative) responding to email and phone questions and troubleshoot problems for volunteers/staff.
- Help with administrative tasks on regional projects with various departments.
- Will work closely with Help Desk and Customer Experience Team to cover phones and provide professional customer service and provide support to all departments. Will assist with data entry and administrative tasks and projects as needed.
- Work closely with Help Desk Manager and assist with completion of projects.
- Attain detailed knowledge of eBudde and Unify databases, to assist with questions for the Product Program Team.
- Day, evening and weekend hours as needed; must be flexible with scheduled hours.
- Promote all properties and assist with reservation tracking
- Travel to locations within the local community to conduct a travelling store to assist in reaching customers and volunteers
- Demonstrate a positive and professional demeanor
- Willing to become a member of GSUSA every year of active employment
- Able to work under minimal supervision
- Ability to lift and manipulate up to 40 pounds
- Other duties as assigned

**COMPETENCIES**

- Customer Service Focused
- Initiative
- Communication Proficiency
- Time Management
- Ethical Conduct

**EDUCATION AND EXPERIENCE**

- High School Diploma/GED
- Prior retail and non-profit experience preferred
- Proven high level data entry and retrieval skills a must

**WORK SCHEDULE**

- Will work up to 40 hours a week.
- Position requires flexibility with a schedule that could change weekly based on need
- Most work hours will be Monday through Friday between 9 a.m. and 6 p.m. with the possibility of a late night until 7 p.m. With an unpaid hour for lunch.
- Position requires candidates to work some evenings and weekends on an as-needed basis

**WORK ENVIRONMENT**

Operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and a point of sale system. Will spend many of hours

each day interacting with staff, volunteers, girls, and parents/guardians. Will handle confidential information and money on a daily basis. Able to move/lift/manipulate up to 40 pounds.

**SUPERVISORY RESPONSIBILITY**

This position has no supervisory responsibility.

**BENEFITS**

- Medical, Dental, Vision
- Employer Paid Life and Disability
- Voluntary Life
- Flexible Spending Account
- 403(b)
- Employee Assistance Program
- Vacation, Sick, Personal and Holiday Pay

**EQUAL EMPLOYMENT OPPORTUNITIES STATEMENT**

Girl Scouts Heart of Michigan provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_