



Girl Scouts of the Jersey Shore

Job Title: Member Support Specialist
Department: Mission
Reports To: Member Support Manager

Council Overview

With offices and camps in Farmingdale, Toms River and Waretown, Girl Scouts of the Jersey Shore serves approximately 11,000 girls and adults in Monmouth and Ocean counties. Girl Scouts is the world's preeminent leadership development organization for girls, building girls of courage, confidence, and character, who make the world a better place.

Position Summary:

The Membership Support Specialist serves as the first point of contact for inquiries via phone or email and follows up on membership leads in order to convert potential girl and adult customers to membership and appointment. The Membership Support Specialist is responsible for providing the highest level of customer service to all members/customers, both external and internal.

Essential Job Duties:

1. Supports functions of a multi-channel contact center
 - Answers incoming calls/requests; engages in problem-solving and provides solutions; manages and responds appropriately to all inquiries including but not limited to email and phone
 - Uses Girl Scout data systems to log all inquiries for future reference
 - Uses Girl Scout data systems while speaking with customers to ensure a complete engagement
 - Maintains a customer-centric environment in public areas of council facilities
2. Provides high quality customer service
 - Ensures and provides quality service to both internal and external customers
 - Answers inquiries by clarifying desired information, researching, locating and delivering findings
 - Maintains contact center database by entering information accurately and quickly
 - Enhances organization reputation by providing a positive customer experience for all contacts by email or by phone
3. Monitors prospects in Salesforce
 - Follows up on leads to close and move through conversion by phone calls, emails, etc.
 - Enters manual registrations, includes Outreach/Girl Scout Club registrations
 - Processes registrations requesting financial assistance
4. Coordinates the placement of registered girls into appropriate troops or pathways
5. Coordinates the placement of registered adults into appropriate positions, communicating with them throughout the process
6. Prepares and views reports and assesses gaps
 - Monitors renewals, including Early Bird registration and renewals
 - Supports council, regional and functional efforts
 - Communicates troop status information to all other departments as needed and assigned
7. Performs other duties as assigned

Skills & Qualifications:

- Actively supports and promotes the council's commitment to excellent customer service
- Ability to accept guidance, direction and supervision
- Business technology expertise - strong user computer skills in Microsoft Office including Word, Excel, and Outlook. Must be able to learn, understand, and apply new technologies with ability to understand the basic data quality principles and practice
- Active Listening - ability to skillfully use a variety of questions and other active listening techniques to promote a robust discussion with members/customers and identify needs; listens to and comprehends what others are saying
- Adaptability & Flexibility - responds positively to change, embracing and using new practices or values to accomplish goals and solve problems; adapts approach, goals, and methods to achieve solutions and results in dynamic situations; copes well and helps others deal with the ongoing demands of change; sees and shows others the benefits of change; recovers quickly from setbacks, and finds alternative ways to reach goals or targets
- Excellent Interpersonal Skills - establishes rapport with others at all organizational levels; respects others; considers and responds to the needs, feelings, and capabilities of others; establishes and maintains an open dialogue with others
- Oral and Written Communication abilities (i.e. In person, verbal, written); expresses ideas and facts in a clear and understandable manner appropriate for the individual or group; listens to and comprehends what others are saying; prepares organized and structured presentations; has demonstrated ability to work with a wide range of sensitive and confidential issues and communicate information effectively to non-technical people which includes a diverse group of girls, volunteers, and staff
- Problem-Solving - identifies and analyzes existing and potential problems systematically and thoroughly; reports/documents the problem; obtains and evaluates relevant information and contributing factors; identifies important interrelationships; implements solutions after evaluating alternatives and anticipating their impact; supports decisions or recommendations with data and/or reasoning; defines and implements solutions to problems
- Ability to pay attention to detail
- Experience with recruitment or closing sales
- Able to talk about Girl Scouts and convince potential members to join
- Familiarity with demographics and trends in coverage area
- Passion for Girl Scout Mission
- Ability to work under minimal supervision and take initiative in making decisions
- Ability to work on a team, relate and work well with others
- Self-starter, organized and able to prioritize work
- Ability to lift, carry and transport at least 35 pounds.
- Be a registered member of the Girl Scouts of the Jersey Shore
- Contribute to annual giving
- Valid New Jersey vehicle license, vehicle in working condition, proof of insurance, or the ability to fulfill timely and extensive travel requirements across council geography
- An ability to work flexible schedule including evenings and weekends

COMPENSATION:

- Full Time Non-Exempt Customer-Centric Level Position; competitive salary; benefit package included
- Please submit resume and cover letter to Brittney Jara, Human Resources, at bjara@gsfun.org
- Responses are due by: November 19, 2021

