
Position Title: Member Care Specialist

Date: August 2022

FLSA Status: Full Time, non-exempt

Location: Albany, Queensbury, or Plattsburgh

Reports To: Director of Member Care & Marketing

Position Summary:

The Member Care Specialist is an important part of our Member Support Services team. Our team of Member Care Specialists provide e-mail and phone answers, support, direction and assistance to our current members and families as well as with potential members on a wide range of topics. The hours for this position are 9:00am – 5:00pm on Monday through Thursday, and 9:00am-3:00pm on Friday. There will be a few days within the year where these hours vary for “all hands on deck” events or staff meetings.

Essential Duties and Responsibilities:

- Serve as the first point of contact for inquiries via phone, email, or in person, providing the highest level of customer service to all members, both external and internal
- Provide prompt, accurate answers to customer queries utilizing our Member Relationship Management system
- Assist members with online property rentals, including emailing confirmations, providing answers, scheduling the bookings and cancellations
- Assists Director of Properties & Facilities with Property Rentals through communications and updating various booking calendars
- Answer incoming calls/requests; clarify desired information, research, locate and deliver findings; engage in problem-solving and provide solutions
- Maintain contact center database by entering information accurately and quickly
- Maintains data accuracy by reviewing, updating, and eliminating record duplication
- Responsible for data entry, and data reporting to assist all departments
- Leverages data to assist with the communication of the value and benefits of Girl Scouts
- Leverages reports to identify data deficiencies and communicates discrepancies to Director of Member Care and Marketing for resolution
- Maintain a customer-centric environment in public areas of council facilities
- Membership and program manual entry
- Work with Support Team to define escalation procedures
- Supports the communities and Council with annual membership retention goals
- Performs other duties as assigned, which may include directly working with girl members during camp or other programs, as needed.

Physical Requirements:

- Exchanging information in sometimes noisy environments
- Regularly traversing within office and occasionally on uneven terrain while out of office for various events
- Moving items such as mailed packages or supplies weighing up to 30 pounds
- Identification of details at close range (within a few feet of the observer)
- Regular operation of a computer and other office productivity machinery for hours at a time

Competencies and areas of expertise may include:

- Associate degree preferred in business management, communications, education, or related field; Other educational areas may be considered. 2 years of relevant experience required.
- Strong customer experience and service skills required.
- Strong Oral and Written Communication abilities with demonstrated ability to work with sensitive and confidential issues and communicate effectively with a diverse group of volunteers, and staff.
- Ability to manage multiple tasks (e-mail, phone and technology) and document all customer interactions utilizing a member relationship management system in a call center environment. Call center experience highly desirable.
- Ability to coordinate multiple projects while managing conflicting priorities and deadlines
- Recognizes when immediate action is required and gathers information to make appropriate decisions
- Familiarity with team-building techniques and processes; collaborates with others to create optimal solutions; Fosters a commitment to a team approach and promotes partnerships between work units
- Fluent in Microsoft Office including Word, Excel, Outlook, Access and social networking
- Previous work experience utilizing conflict resolution skills and customer de-escalation procedures
Strong interpersonal and communication skills necessary to be able to work with individuals at all levels and backgrounds
- Successfully demonstrated experience working with a variety of racial and ethnic groups strongly preferred; Bilingual English/Spanish preferred
- Strong organizational skills and attention to detail
- Demonstrated ability to multi-task, prioritizes deadlines, work independently, take initiative, highly organized, and maintain confidentiality in a fast-paced and challenging work environment
- Must be able to work both in an office setting and remotely
- While all these continuing responsibilities apply to all jobs in Girl Scouts, the specific ways in which they apply, vary from job to job