



**Job Title:** Customer Care Coordinator  
**Department:** Customer Care  
**Reports To:** Customer Care Manager

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### **Job Summary**

The **Customer Care Coordinator** is responsible for customer service, coordination and data entry of assigned areas including registrations for events, training and camp as well as paper membership registrations. Serves as a primary point of contact for general inquiries via phone, email or in person. Responsible for providing the highest level of customer service to all members/customers, both external and internal.

### **Essential Duties and Responsibilities**

- Ensures and provides quality service to both internal and external customers.
- Responsible for data entry of meetings (program events, camp, training courses) using Doubleknot and input of paper membership registration using the volunteer system (Salesforce). Reconciles orders, verifies entries, processes discrepancies and interfaces with Accounting & other departments. Compiles relevant reports and summaries.
- Maintains contact center database by entering information accurately and quickly. Supports manager in maintaining data integrity.
- 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, phone and walk-in customers.
- Answers inquiries by clarifying desired information, researching, locating and delivering findings.
- Enhances organization reputation by providing a positive customer experience for all those contacted, either in person or by phone.

### **Qualifications:**

- 3+ years of customer service experience, preferably in a non-profit setting.
- Excellent data entry skills and strong data management experience. Able to quickly assimilate training on new software.
- Excellent computer skills including proficiency in CRM or database software, Word, Excel and Outlook. Salesforce experience is a plus.
- Excellent customer service skills.
- Excellent written and verbal communication skills.
- Detail-orientated, accurate and thorough. Excellent organization skills.

- Strong analytical and problem-solving skills.
- Must have high level of interpersonal skills to handle sensitive and confidential customer service situations.
- Position continually requires poise, tact and diplomacy.
- Must be able to work in a fast-paced environment with demonstrated ability to prioritize and handle multiple, competing tasks and demands.
- Associate's Degree preferred or equivalent work experience.
- Must be able to pass background screening, including driving check.
- Willingness to accept the beliefs and principles of the Girl Scout Movement.

To apply for this opportunity, please click [here](#).

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