

Position Description

POSITION TITLE: Customer Care Coordinator

SALARY GRADE: 9

DEPARTMENT: Customer Care

FLSA: Non-Exempt, FT

REPORTS TO: Customer Care Manager

DATE:

Position Summary: Expert in set-up and management of customer care processes in Salesforce (creating solutions). In conjunction with the Customer Care Manager, trains staff to use Salesforce for the management of customer care.

Major Accountabilities:

1. Receives incoming telephone calls/requests and emails; engages in problem solving and develops Solutions, logs all interactions in Salesforce.
2. Works within Salesforce by entering in information on all inquiries accurately and efficiently, opens and closes customer cases, as well as reassigning tasks and cases as applicable.
3. Works with all departments of the council to develop council approved Solutions and recommends the creation of additional Solutions as necessary.
4. Remains current and informed regarding upcoming events, trainings, and programs.
5. Monitors trends in customer care inquiries and works to develop procedures and strategies to ensure the highest level of customer care within the Customer Care Department.
6. Trains staff throughout the council in the use of Salesforce in the management of customer care.
7. Performs other duties as assigned.

Position Qualifications:

Bachelor's degree or 2-4 years' commensurate experience.
Understanding of customer centric business philosophies and previous experience in the customer service field.
Demonstrated ability to manage multiple tasks and projects.
Able to learn, understand, apply and develop Solutions within Salesforce.
Adept in conflict resolution and demonstrates initiative in solving problems.
Active listening skills and a calm demeanor.
Strong computer skills in Microsoft Office and other applications, such as Salesforce.
Capable of identifying customers' needs.
Demonstrated ability to effectively communicate verbally or by phone and in writing via email with parents/guardians, volunteers, peers and supervisors.

Passion for the Girl Scout Mission.
Flexibility and a good sense of humor.
Valid driver's license and access to a properly licensed and insured vehicle in working condition.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, ability to read numbers, reports and computer terminals. Occasional high stress work may be required in dealing with volunteers/staff. Evening and/or weekend work is required. The job requires travel.

Work Environment:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

This position description does not constitute a contract.