

Position Description

POSITION TITLE: Customer Care Manager

SALARY GRADE: 6

DEPARTMENT: Customer Care

FLSA: Exempt, FT

REPORTS TO: Chief Member Services Officer

DATE:

Position Summary: The Customer Care Manager is responsible for the overall management of the Customer Care team as they work to provide our customers with an exceptional experience. Oversees the management of the council's retail operation. Manages and directs customer care staff to ensure overall coordination of customer care processes and that customer concerns are addressed in accordance with the council's customer care strategies and objectives. The Customer Care Manager works in partnership with other operational and organizational functions to support organizational mission, goals and strategic priorities.

Major Accountabilities:

1. Manages workflow and customer care tracking processes and documentation of resolution of customer service requests. Monitors and reports on customer service activity.
2. Responsible for oversight of department case management queue.
3. Establishes and delivers customer care trainings and reference materials for all staff.
4. Gathers and analyzes information from Salesforce to identify root causes of customer inquiry peaks, and works collaboratively with other staff members to recommend continuous process improvements that will enhance the customer experience.
5. Coordinates and supports the council's switchboard operations including managing daily schedules and office coverage.
6. Provides clear and consistent accountabilities and direction to staff teams, ensuring that ongoing coaching, feedback and staff development is managed, resulting in a high functioning team.
7. Works closely with the Marketing/Communications team to develop an annual marketing plan for retail operations that promotes sales and services provided by the council.
8. Develops the council's annual merchandise plan. Effectively monitors, evaluates and controls inventory levels. Ensures the availability of adequate stock for troops and council activities. Ensures the council retail shops meet annual sales objectives while utilizing sound merchandising techniques.
9. Conducts periodic and annual inventory assessment and maintains accurate inventory records by utilizing appropriate inventory control mechanisms and strategies.
10. Maintains relationship with GSUSA purchasing staff to stay informed on product changes and marketing strategies.
11. Develops and manages departmental budgets and corresponding resource allocations.
12. Promotes and assists with Council-wide programs, activities, PR and fund development endeavors.
13. Performs other duties as assigned.

Supervisory Responsibilities:

This position supervises the Customer Care Coordinator, the Customer Care Assistant, and the Retail Coordinator positions. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Position Qualifications:

Bachelor's degree in retail, related merchandising, business administration or a related field, or 3-5 years commensurate experience; understanding of customer centric business philosophies and previous experience in the customer service field; knowledge of purchasing and ability to forecast retail sales, conduct cost analysis, manage inventory, and manage day-to-day shop operations; demonstrated experience in supervising, training and motivating high performing teams; demonstrated ability to establish a culture of exceeding expectations and providing exceptional customer experiences; demonstrated ability to manage multiple tasks and projects.

Demonstrated ability to delegate responsibility and to coach others in the development of their skills and capabilities; ability to set and achieve measurable goals, objectives and benchmarks; adept at problem solving and conflict resolution; ability to align people, work and systems with business strategy and technology support; excellent communication and interpersonal skills; strong computer skills in Microsoft Office, Outlook and various applications such as Salesforce; 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.