

**TITLE:** Product Program & Service Specialist  
**REPORTS TO:** Product Program Manager  
**CLASSIFICATION:** Full-Time, Non-Exempt (35 hour workweek)  
**COMPENSATION:** \$15-\$18 per hour  
**LOCATION:** Chesapeake, VA  
**POSTED:** July 14, 2021  
**CLOSING:** Until Filled

*Excellent benefit package including medical/dental insurance, health savings account, complimentary life insurance, discounted Aflac benefits, 403b/Roth with match, and a generous leave program starting your first day of employment.*

### ABOUT OUR ORGANIZATION

We are one of 111 councils chartered by Girl Scouts of the USA, the world's leading organization dedicated solely to girls, where, in an accepting and nurturing environment, girls build character and skills for success. In partnership with caring adults, girls develop qualities to serve them all their lives: strong values, social conscience, and conviction about their potential and self-worth. We serve nearly 8,000 girls throughout southeastern Virginia and northeastern North Carolina. With the guidance of nearly 5,000 dedicated and trained volunteers, girls discover the fun, friendship, and power of girls together. From exploring science, technology and the environment to learning about healthy living, anti-bullying and financial literacy, girls are given opportunities to be challenged and learn new skills.

### SUMMARY OF POSITION

The product program and service specialist provides direct administrative support to product program and indirect support to retail sales and customer care. They prepare training materials, assist with audits, manage inventories, and provide exceptional customer service. They encourage the use of technology by providing support to volunteers in utilizing vendor portals and databases.

### ACCOUNTABILITIES

#### ***Product Program***

- Coordinate product program tasks and details to accomplish projects from start to finish in a timely manner.
- Support product program cupboards to reconcile inventory levels and identify discrepancies when needed.
- Assist with the tracking and distribution of troop/service unit proceeds and incentives.
- Create and maintain multiple spreadsheets and ensure accuracy of data entered. Create reports as needed.
- Maintain up to date contact information, position paperwork, and rosters for product program volunteers.
- Support volunteers, parents, and staff with vendor sales platforms. Learn new software and updates as necessary.
- Assist with the coordination of the product program audit process to include securing volunteer auditors.
- Assist with coordinating booth locations and reservations.
- Assist in developing communications and marketing materials for volunteers to promote incentives and other sales initiatives.
- Assist with the coordination of top seller recognition events.
- Support the development of the product sale training by ensure materials are current.
- Contact customers for uncollected accounts and notify finance when necessary.
- Identify product program training locations and secure facilities.
- Monitor Salesforce product program case management queue and answer customer inquiries relating to product program in a timely manner.

#### ***Retail Sales***

- Assist customers with retail sales transactions and process phone and online orders, staff merchandise transfers and consignments, and mail orders promptly and professionally.

- Follow required procedures for accepting, opening, and receipting cash, checks, and credit card orders received by mail.
- Assist with annual inventory process.
- Assist with preparation of camp trading post inventory.
- Assist guests with volunteer key card sign out procedures.
- Assist walk-in customers with membership registration, VTK and badge requirements.
- Monitor and keep clean and organized store rooms, work stations, and sales counter.

### **Customer Care**

- Respond to inquiries via a multi-channel customer contact center to include phones, email, and walk-in customers. Engages in problem solving, provides solutions, and logs all interactions in Salesforce.
- Provide exceptional service to assist customers in completing their transactions. Handle all inquiries in a timely, accurate manner.
- Forward non-general inquiries to the appropriate staff member utilizing the customer relationship management system “create cases”. Enter information accurately and quickly. Open, close, and transfer cases as necessary.
- Keep supervisor informed on flow and status of work.
- Actively support and promote the Council’s commitment to excellent customer service, membership growth, community visibility, fundraising, diversity, and safety.

## **QUALIFICATIONS**

### **Education, Experience, & Certifications**

- High school diploma or equivalent. Higher education preferred.
- Minimum 3 years’ experience in customer service or administrative support.
- Knowledge of Girl Scouting preferred.

### **Skills & Competencies**

- Excellent technical computer skills in Microsoft Office including Word, Excel, Outlook. Ability to learn new software as required.
- Ability to analyze information, reconcile numbers, and produce required statistical reports.
- Great attention to detail and has a strong commitment to accuracy.
- Ability to clearly communicate both verbally and in writing.
- Ability to organize and prioritize work while managing multiple deadlines.
- Demonstrated ability to solve problems and provide customer service.
- Demonstrated commitment and ability to interact with diverse populations.

### **Additional Requirements**

- Subscribe to the principles of the Girl Scout Movement and become a registered member of GSUSA.
- Successfully pass background investigation.

## **PHYSICAL DEMANDS & WORK ENVIRONMENT**

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. The employee must have close visual acuity to perform activities such as viewing a computer terminal, preparing and analyzing data and figures, and extensive reading.

## **APPLICATION INSTRUCTIONS**

Visit <http://www.gsccc.org/en/our-council/employment.html> to complete an online application or email resume to [hr@gsccc.org](mailto:hr@gsccc.org). You can also mail or fax:

Girl Scout Council of Colonial Coast, Human Resources  
912 Cedar Road, Chesapeake, VA 23322  
Fax: 757-547-1872