



## GIRL SCOUTS OF EASTERN SOUTH CAROLINA JOB DESCRIPTION

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**Position Title:** Shop Specialist/Customer Care

**Reports to:** Vice President of Program

**Classification/FLSA Status:** Regular Full Time/Non-Exempt

**Location:** North Charleston

**Pay Range:** \$14.00 - \$18.00 hourly (average 35 hours per workweek)

**Position Summary:** The Customer Care/Shop Specialist is accountable for the management of the council's retail operation and provides input into establishing the council's planned sales objectives. She/he develops and implements annual merchandise and marketing plans to achieve these objectives by promoting and stimulating sales of Girl Scout merchandise while meeting the needs of girls, adult members, employed staff and visitors. This position is accountable for the management of all aspects of the Council's front office and retail operations, including out-based and traveling shops and ensures that the marketing and merchandising plans are integrated with the Council goals and objectives.

### **Position Responsibilities:**

- Ensure the effective and efficient operation of the Council shop(s) to meet and/or exceed annual sales objectives, ensure safety and maintain a high level of customer service.
- Work collaboratively with members of the council management team to develop sales, expense and profit plan that supports the business and program objectives of the council and that meets the needs of the council membership.
- Work closely with Vice President of Program to formulate council-wide pricing policies on merchandise according to planned profitability of retail operations.
- Ensure coordination with all non-merchandising functions to include accounting, marketing, membership, program, communications, and business operations to obtain optimum efficiency of operations and minimize costs.
- Work closely with VP of Program to develop the annual marketing plan in support of sales objectives and implements business building best practices as recommended by Girl Scout Merchandising (GSM) out-based retail consultants.
- Oversee the design of promotional materials and the dissemination of sales and product information through appropriate council communication channels to promote the council's products and services.
- Work closely with the VP of Program to review and analyze sales data and operating and financial statements to identify merchandising opportunities and liabilities that require additional promotion or other initiatives to achieve business objectives.
- Develop, implement, evaluate and monitor the Council's annual merchandise plan to achieve planned sales objectives and to meet the needs of our membership.
- Responsible for all cash receipts and preparation of daily bags.
- Monitor expenses and economizes, where possible, to ensure the retail operation is within the Council's approved budget.
- Determine selection and quantity of all merchandise inventory, and develop designs for merchandise exclusive to the Council.
- Confer regularly with other operating units to determine the design and purchase of retail merchandise.

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- Ensure adequate, appropriate stock levels are maintained by conducting periodic and annual inventories and by maintaining accurate inventory controls.
- Maintain records and prepare reports related to sales, merchandising, and vendors.
- Maintain clear and positive written and verbal communication with all internal and external sources.
- Work in cooperation with other operating units to ensure the extension of the Girl Scout program for all girls that support a diverse membership.
- Generate volunteer support.
- Resolve conflicts and provide advice, counsel, and information.
- Provide professional, superior customer service to all internal and external customers, members, volunteers, staff, and other community contacts in person, electronically, and by phone.
- Assist customers with shop purchases, while serving as cashier.
- Utilize the Solutions Catalog to provide accurate and consistent information to customers.
- Assist in correspondence, clerical and database management through Salesforce ensuring the absolute security and confidentiality of all council records.
- Perform duties related to receipting and/or internal financial controls as outlined in Council procedures or as assigned.
- Support other council staff as needed.
- Perform other special assignments as delegated by your supervisor or the CEO.

### **Job Qualifications:**

- Minimum of two years of experience with administrative support and customer support preferred
- Minimum of three years of retail sales and buyer experience preferred
- Some accounting experience, balancing and budgeting
- Demonstrated skills in volunteer relations
- Strong evidence of organization and record keeping skills
- Ability to work well with volunteers, both management and governance and to resolve conflicts
- Ability to make a commitment to the philosophy of Girl Scout Scouting, both nationally and locally
- Understanding of voluntary non-for-profit agencies and their roles in providing service in a community
- Ability to identify organizations, business and individuals who are potential collaborators, donors, or grant sources
- Maintain throughout employment a valid driver's license and insured vehicle in good working order. Must provide proof of insurance
- Membership in Girl Scouts of the USA
- Adherence to Girl Scouts of Eastern South Carolina policies and procedures

### **Physical Requirements:**

- Frequent typing, sitting, standing, walking, bending and twisting upper body
- Capable of lifting up to 50 pounds
- Capable of viewing computer monitor for long periods

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### **Environmental Demands:**

- Continuous indoor activity and exposure to florescent light
- Frequent exposure to computer, video, and other copier emissions
- Some outdoor activities and exposure to weather

### **Other Working Conditions:**

- Continuous requirement for professional demeanor and appropriate office attire
- Criminal background check is required
- Continuous work as a team member and ability to work independently with some supervision
- Frequent work under stress and under pressure deadline with overlapping projects
- Continuous ability to work well with others

### **Important Note:**

The information contained in this job description is intended to outline the general nature and scope of work being performed by an employee assigned to this position. It is not intended to be construed as a contract, or as an exhaustive list of responsibilities.

Job descriptions are subject to change at the discretion of the Girl Scout Council.

**To apply for this position, please email a cover letter and resume, to [hr@girlscoutsesc.org](mailto:hr@girlscoutsesc.org).**

**COVID-19** considerations: COVID-19 Guidelines are observed

**Equal Opportunity Employer:** Successful applicants must be eligible to work in the US (visa sponsorship is not provided at this time) and must be able to pass a pre-employment background test. Girl Scouts of Eastern South Carolina is an Affirmative Action and Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.

To request reasonable accommodation or if you need assistance to complete the job application, contact [hr@girlscoutsesc.org](mailto:hr@girlscoutsesc.org).