



CUSTOMER CARE COORDINATOR

To give our best, we hire the best.

At Girl Scouts of Southeast Florida, we believe in the power of every girl. With the right team of amazing people, we can ensure every girl reaches her fullest potential!

Our Member Engagement team is seeking a superior problem-solver that will be responsible for front-line interactions with our customers. This individual must be willing to go above and beyond to exceed customer expectations by efficiently resolving customer service issues as they arise in order to provide an exceptional experience for our customers.

This is an in-based position that is currently located in Jupiter, Florida and will be relocating to Lake Worth effective December of this year.

What other fun & exciting things will you be doing?

- Respond to incoming telephone calls/requests and emails and engage in problem solving.
- Open and close cases in our customer service management system in order to quickly and efficiently respond to and resolve customer inquiries.
- Gather and analyze information to identify root causes of customer inquiry peaks, and works collaboratively with other staff to recommend continuous process improvements that will enhance the customer experience.
- Assist in the reconciliation of financial transactions and follows established procedures for accepting money, processing financial transactions, taking requests for refunds, and updating all giving records.
- Provide an exceptional customer service experience to our customers.

Who are we seeking?

- Someone with superior time management and organizational skills, with the ability to carry out a wide variety of responsibilities with multiple priorities and deadlines.
- A candidate who possesses the ability to multi-task, work quickly and efficiently with extreme accuracy.
- An individual with the demonstrated ability to respond to escalated customer complaints and provide excellent problem solving skills.
- A dynamic individual with the demonstrated ability to provide an exceptional experience for our customers, with the capability of identifying the customer's needs by demonstrating active listening skills and patience.
- An individual with demonstrated ability and proficiency to use Microsoft Office Suite, Internet Explorer and Outlook. Knowledge of Salesforce is a plus.

What else will you need?

- Bachelor's degree or two to four years related experience and/or training, or equivalent combination of education and experience.
- Minimum of five years demonstrated experience in customer service.
- Previous supervisory experience preferred.
- Proficiency in Microsoft Office Suite including outlook, Word and Excel.
- An understanding and acceptance of the Girl Scout beliefs and principles

What will you get?

We are an energetic group that works really hard, but we also like to have lots of fun. With a focus on work-life balance, we provide development opportunities that foster both professional and personal growth and an exceptional benefits package that includes paid holidays, a summer shut-down and a winter break.

We believe it's important to offer a healthy work-life balance, so we actually pay our employees to unplug! In addition to paid summer and winter breaks, we provide a generous amount of vacation and sick time, medical, dental, employee assistance program, life and disability insurance, FSA, pre-paid legal plan, discounts on veterinarian visits, employee discounts at our on-site Council shop, along with a 401-K plan with employer match.

This is a non-exempt position with a work schedule as follows: 8 a.m. to 6 p.m. Monday through Wednesday, and 8 a.m. to 5 p.m. on Thursday. As the office is closed on Fridays, this position works within a 4-day workweek.

How do you apply?

Complete our online application in consideration for an opportunity to begin your career in Girl Scouting today!

<https://qssef.applicantpro.com/jobs/640747.html>

Girl Scouts of Southeast Florida, Inc. is an Equal Opportunity Employer.