MEMBER SUPPORT SPECIALIST

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 Membership team is seeking a self-directed and team driven individual with superior multi-tasking and relationship building skills who is passionate about offering the highest level of service excellence to our new and existing troop leaders.

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?
- Following up on all qualified leads within assigned geographic area in partnership with designated Recruitment Manager in order to meet the desired conversion rate and assigned girl and adult membership goal.
- Ensures a smooth workflow in the coordination and placement of registered girls into appropriate troops or pathways.
- Serves as the point of contact for all troop leaders throughout assigned geographic area to include training and support for all questions related to the Volunteer Tool Kit (VTK).
- Processes volunteer applications, coordinates the background screening process and placement of registered adults into appropriate positions.
- Provides exceptional customer service to troop leaders which include initiating and guiding the new troop welcome period, and ongoing collaboration with the Volunteer Experience Managers.

Who are we seeking?
- A candidate who possesses the ability to multi-task, work quickly and efficiently.
- An individual with excellent people skills who is keen at building and sustaining relationships with our members and work colleagues.
- 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.
- Someone with superior time management and organizational skills, with the ability to carry out a wide variety of responsibilities with multiple priorities and deadlines.
- 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?
- Minimum of two years demonstrated experience in a professional office environment.
- Minimum of three years demonstrated professional experience in customer service or sales and/or volunteer management.
- 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://gssef.applicantpro.com/jobs/640756.html
Girl Scouts of Southeast Florida, Inc. is an Equal Opportunity Employer.