



Position Description

Position Title: Retail Sales and Customer Support Specialist

Department: Sales

Reports to: Director, Sales

Grade: 10, Part-Time or Full time, non-exempt

Location: Bedford, NH or South Burlington, VT

GIRL SCOUT MISSION: Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

POSITION SUMMARY:

The Retail Sales and Customer Support team is integral to providing program resources, retail related programming and support to our membership, their families, and our Girl Scout community. The team is accountable for providing all services affiliated with our retail Girl Scout store including responsibility for welcoming customers, assisting in inventory purchasing, record keeping, stocking shelves and display areas, selling to in-store and phone customers, filling mail orders, and general retail business maintenance. The position requires excellent customer service skills and a positive attitude.

The Retail Sales and Customer Support Specialist will support Girl Scout programming offered through our Girl Scout store and help to create new opportunities for membership engagement.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Manages the opening and closing of the retail shop.
2. Provides excellent customer service and high-quality services to all internal and external customers by portraying a positive image of Girl Scouting.
3. Possesses expert knowledge of the Girl Scout Leadership Experience to provide merchandise information and product selection assistance.
4. Works with the Director of Sales to identify trends and to promote and stimulate the sale of Girl Scout merchandise while meeting the needs of girls, parents, adult members, and visitors.
5. Creates and maintains appealing displays. Maintains stockroom area, store office, and other storage areas keeping them neat, organized, and free from clutter. Maintains trading posts, with annual set up and take downs.

6. Has a strong attention to detail. Processes customer on-site, email, and mail-order sales and returns; including processing cash, check, purchase orders, back orders, and credit card payments, and refunds in accordance with council policies and procedures.
7. Ensure that merchandise orders, receipts, returns, credits, and payment paperwork are completed in a timely manner. Report all delays.
8. Receives, inspects, counts, accepts inventory deliveries, bar codes product, and enters into the point of sale (POS)/risk management system (RMS). Ensures that merchandise orders, receipts, returns, credits, and payment paperwork are completed in a timely manner. Report all delays.
9. Maintains and monitors inventory and communicates to the Director of Sales if something needs to be ordered outside of the regular ordering schedule. Reports discrepancies such as shipment shortages, backorders, and unauthorized substitutions to both the shipping body and the Director of Sales. Processes returns to vendors immediately, mails packages. Assists with preparing, coordinating, counting, and processing annual and special inventories.
10. Identifies trends and makes recommendations to the Director of Sales for new items for sales and placing orders. Promotes and maintains monthly in-store promotional events and builds further on this concept.
11. Maintains a flexible work schedule to rotate coverage of retail operations, camp trading posts, and special events including evenings and some weekends.
12. Remains current with technology skills, specifically – Opsuite, RMS, Microsoft Office Suite.
13. Active participation in the development of environments that foster diversity, equity, inclusion, and access through words, actions, and attitude.
14. Performs other duties as necessary or assigned.

REQUIRED SKILLS/ABILITIES:

1. Strong communicator with verbal and written fluency.
2. Demonstrated computer, database, and word processing skills.
3. Ability to multi-task and work well under pressure.
4. Access to reliable mode of transportation.
5. Cell phone or other means of communication.

WORK SCHEDULE/CONDITIONS:

- Traditional and Non-traditional work hours, with some weekend and weeknight hours.
- Office work environment, with occasional work at our camp properties or at Girl Scout events and programs.
- Works independently and as part of a cross functional team
- Some travel may be required for trading posts, events and program retail support.
- Must be able to lift and/or move up to 40 pounds at times.
- Prolonged periods of standing and working on ones feet and also prolonged periods of sitting at a desk and working on a computer.

EQUIPMENT/SOFTWARE USED:

- General office equipment
- Customer relationship management system
- Microsoft Office Suite
- Salesforce

SUPERVISORY RESPONSIBILITIES:

of Direct Reports: 0

of Indirect Reports: 0

This job description describes the general nature of the position without listing every detail and is not to be considered a contract for employment, either expressed or implied, between Girl Scouts of the Green and White Mountains. Job descriptions are not all-inclusive and are not intended to be an exhaustive list of all job responsibilities. Job descriptions are subject to change at the discretion of the Council.

I have read and understand the position description listed above.

Employee Name: (printed) _____

Employee Signature

Date Signed

Manager/Director Name: (printed) _____

Manager/Director Signature

Date Signed