



## **Girl Scout Council of the Southern Appalachians (GSCSA)**

**Job Title:** Data Coordinator

**Department:** Operations

**Location:** Varies

**FLSA Status:** Non-Exempt

*To apply for position(s), please email resume and cover letter/email to [careers@girlscoutcsa.org](mailto:careers@girlscoutcsa.org). Alternately, a resume and cover letter may also be mailed to Human Resources, Girl Scout Council of the Southern Appalachians, 1567 Downtown West Blvd., Knoxville, TN 37919.*

Here at GSCSA, we each consistently follow the Girl Scout Law and Girl Scout Promise in our daily lives. We thrive in a fast-paced and changing environment.

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### **BASIC JOB FUNCTION**

Under guidance of the Director of Member Services, the Data Coordinator assists with the maintenance and updating of the Council's volunteer systems [including the Customer Relationship Management (CRM) database], related portals, and processes. Researches, tests, and troubleshoots system and individual customer issues and recommends system processes to management in order to improve Council-wide efficiency, accuracy, and customer service. In collaboration with the Research & Analytics team, the Data Coordinator assists with data quality assurance, financial reconciliation, and verification of report and data accuracy. Handles call center calls and cases. Assists with retail functions as needed.

### **JOB QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

#### **MINIMUM JOB REQUIREMENTS**

- High school diploma or equivalent.
- At least 6 months or more of direct experience with Salesforce (or equivalent customer relationship management system) management or troubleshooting.
- Maintenance of organizational membership throughout employment.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Strong knowledge of Microsoft Office and database management software products (e.g., Salesforce, Looker).

- Knowledge of GSCSA's business processes (or ability to learn quickly upon job entry.)
- Strong keyboarding skills.
- Excellent written and oral communication skills to effectively support users at all levels of the organization.
- Strong analytical and problem-solving skills.
- Excellent independent decision-making skills and strong resourcefulness.
- Excellent telephone and interpersonal skills.
- Strong customer service skills.
- Strong organizational skills.
- Ability to work with customers on information technology issues.
- Ability to role model GSCSA culture and represent GSCSA in a professional manner.
- Ability to embrace change and strive for continual professional development.
- Ability to function as a self-starter who can work independently with minimal oversight and take initiative as well as accept direction on given assignments.
- Ability to work with a wide range of sensitive and confidential issues.
- Ability to organize, prioritize workflow, multi-task and meet deadlines in line with Council goals.
- Must be detail oriented, committed to accuracy and quality work.
- Ability to manage and complete high volume of data entry tasks quickly and accurately.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sufficient eye-to-hand coordination to successfully operate a computer keyboard.
- Sufficient visual ability to make appropriate judgments regarding written materials.
- Ability to communicate orally and in writing.
- Ability to exert up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time.

- Ability to sit upright for extended periods of time.
- Other demands, as determined by the Council.

### **KEY RESPONSIBILITIES**

- Under guidance of the Director of Member Services collaborates with all council teams and customers to provide on-going volunteer systems support.
- Creates, updates, and verifies program and event registrations in the volunteer systems (including invoicing as needed).
- Provides troubleshooting assistance to customers with registration and payment issues in the volunteer systems.
- Participates in volunteer systems webinars to ensure awareness of seasonal processes and system changes.
- Manages data quality and ensures data integrity in volunteer systems caused by entry errors and coordinates with management on the correction of more frequent errors.
- Responds to volunteer systems questions from internal and external customers and resolves issues using independent judgement.
- Consults with Council teams on data issues.
- Performs quality assurance cleanup and processing in volunteer systems.
- Collaborates with other staff to prepare, review, and take action to resolve data issues.
- Handles internal and external customer calls, forms, cases, and retail functions.
- Participates fully in cross-functional assignments for the Council's key performance indicators (including, but not limited to, recruitment, retention, development, and product sales).
- Follows established procedures that support both team and cross functional goals.
- Provides an exceptional customer service experience to both internal and external customers through timely communication, follow-up and problem-solving.
- Other duties as assigned.

<p>The Girl Scout Council of the Southern Appalachians (GSCSA) is headquartered in Knoxville, Tennessee, and has offices in Chattanooga and Johnson City, Tennessee. The Council serves 46 counties in East Tennessee, Northwest Georgia, and Southwest Virginia.</p>
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