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

**Job Title:** Product and Retail Specialist

**Department:** Programs

**Location:** Knoxville, TN

**FLSA Status:** Non-Exempt

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 direction of the Chief Programs Officer, the Product and Retail Specialist supports other members of the Product, Retail, and Girl Programs Team to ensure effective logistics and customer service in keeping with GSCSA's mission and strategy. Responsible for coordinating with other team members and cross-functional staff on Council-wide vendor online ordering systems, girl incentives and rewards, camp accreditation, customer service, and communication on product and girl programs. Assists with inventory management and distribution. Backs up retail staff.

### 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 GED.
- At least 2 years of retail or supply chain experience.
- Driver's License and reliable transportation.
- Maintenance of organizational membership during employment.

### KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of online vendor ordering systems (or ability to learn quickly upon job entry).
- Knowledge of Girl Scout fall and cookie products (or ability to learn quickly upon job entry).
- Knowledge of Microsoft Office and Outlook (or related software).
- Excellent written and oral communication skills.

- Ability to organize, prioritize workflow, multi-task and meet deadlines.
- Ability to maintain confidential information (e.g., financial accounts).
- Ability to be accurate and detail-oriented with excellent problem-solving skills.
- Ability to embrace change and to strive for continual professional development.
- Ability to make entries and edits in the Customer Relationship Management (CRM) database, product related software, and retail-related software.
- Ability to work individually and in a team-oriented collaborative environment.
- Excellent interpersonal skills.
- Strong customer service skills.

## **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 acuity to make appropriate judgments with regard to written materials.
- Ability to communicate orally and in writing.
- Ability to exert up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects. This will include lifting and carrying cases of Girl Scout cookie boxes.
- Ability to travel within Council service area as needed.
- Must be able to work some nights and weekends.
- Other demands, as determined by the Council.

## **KEY RESPONSIBILITIES**

- Collaborates with other members of the Product Team to plan, set, and successfully accomplish product-related benchmarks.
- Coordinates with the Product Team on development, proofing, and distribution of written and electronic materials to volunteers and staff. Assists with updating training manuals/materials and notating process changes as needed.
- Assists with the fall product and cookie sale training of volunteers and staff.

- Coordinates with other members of the Product Team to maintain accurate volunteer contact databases and updated vendor online ordering system (including, but not limited to, booth sales and virtual booths).
- Assists with cupboard and warehouse management (including serving as liaison to delivery agents, moving inventory, and coordinating product delivery).
- Distributes materials and assists with product logistics within the Council. Coordinates with volunteers to ensure appropriate supplies and to troubleshoot product orders, incentives, etc.
- Provides accurate and consistent answers to volunteers and staff on product-related questions. Transfers questions as needed.
- Assists with administration duties related to Girl Programs team, including assisting with camp accreditation documentation.
- Assist with ordering and stocking retail inventory, including fulfilling e-commerce orders.
- Assists members of Retail Team and Member Services in their duties as requested (including serving as “back up” and assisting with data entry during fall recruitment).
- Participates fully in cross-functional assignments for the Council’s key performance indicators (including, but not limited to, recruitment, retention, development, and product).
- Follows established procedures that support both team and cross functional goals.
- Provides exceptional customer service experience to both internal and external customers including follow-up as needed.
- Other duties as assigned.

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.