



Girl Scout Council of the Southern Appalachians (GSCSA)

Job Title: Human Resource and Registration Coordinator

Department: Human Resources

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.

To apply for position(s), please email resume and cover letter/email to 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.

Deadline to be considered for vacancies is noon on Monday, May 16, 2022, or until position is filled.

BASIC JOB FUNCTION

Under guidance of the Human Resource Manager, the Human Resource and Registration Coordinator is the first point of contact for camp reservations, troop camping inquiries, and safety activity approvals, and provides excellent customer service to internal and external customers. The Human Resource and Registration Coordinator may also be responsible for administrative tasks, processing troop insurance, payroll assistance, risk management, human resource tasks, and assisting Chief Administrative Officer and Human Resource Manager with various special projects.

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/GED equivalent.
- At least 2 years or more of direct experience with data entry.
- At least 2 years or more of customer service experience.
- Maintenance of Girl Scout membership throughout employment. Adult Girl Scout members may be female or male.
- Regular and prompt attendance required.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong knowledge of Microsoft Office, HRIS, camp software, and/or Customer Relationship Management (CRM) database products (or ability to learn quickly upon job entry).
- Knowledge of GSCSA's business processes and policies (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.
- Exceptional phone etiquette skills.
- Strong customer service skills.
- Strong organizational skills.
- 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 maintain confidentiality of information.
- Ability to organize, prioritize workflow, multi-task and meet deadlines in line with Council goals.
- Must be highly 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 about 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

- Make camp reservations and answer questions related to troop camping reservations and camp facility inquiries.
- Responds to camp reservation inquiries in a timely manner.
- Communicates with Property Department with camp reservations updates, concerns, or specific requests.
- Collaborates with Director of Program Strategy and Development with weekend staffing and with camp software concerns, issues, and updates.
- Communicates with Chief Administrative Officer and/or Human Resource Manager on troop camping issues, weekend incidents feedback, and safety concerns.
- Updates and reviews camp registrations daily.
- Collaborates with Director of Program Strategy and Development and/or Programs Team to prepare, review, and take action to resolve troop camping and reservation issues.
- Reviews and processes safety activity forms for troops and service units.
- Processes day or overnight trip insurance for troops, service units and council.
- Builds a positive relationship with internal and external customers.
- Serves as backup to Human Resource Manager for office and department orders.
- Participates and/or assists Chief Administrative Officer and Human Resource Manager with meetings, trainings, preparation of training materials and virtual presentations.
- Provides clerical support to the HR department including scheduling phone and virtual interviews.
- Assists with new hire onboarding and orientation.
- Serves as the second staff member in the building as needed.
- Serves as backup to Member Services Representatives team with internal and external customer calls.
- Serves as backup Member Services Representative team with retail shop coverage.

- Participates fully in cross-functional assignments for the Council's key performance indicators (including, but not limited to, recruitment, retention, philanthropy, and product sales).
- 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.