



JOB DESCRIPTION

Volunteer Support Specialist

Department: Volunteer Support and Customer Care

Reports To: Director Volunteer Support and Customer Care

Job Summary

In order to ensure the data integrity of information needed for customer service, reporting, and decision making at all levels of the organization, the Volunteer Support Specialist performs functions for normal or specialized creation, entry, update, maintenance, and quality of the Volunteer System data for the council, as related to membership. The specialist analyzes, develops, and recommends best practices for capturing, recording, and reporting quality membership data. The specialist regularly runs and reviews membership reports and data; as such may identify data quality issues, research and investigate the causes of data issues, and work independently or in conjunction with specialists, data administrator, and management to recommend and/or implement corrective action.

Essential Duties and Responsibilities:

- Conducts council wide membership data functions through the organization's membership database.
- Responsible for creating new troops in the membership database.
- Responsible for managing New Troop Leader Communication Plan for onboarding new troop leaders.
- Manages updates and changes to troop accounts, adult member accounts, etc.
- Provides high quality customer service and case management to members regarding issues to their accounts.
- Supports Data Administrator by accurately entering, managing and troubleshooting data in membership and other council databases.
- Responsible for initiating and managing background checks of adult members and volunteers.
- Responsible for running assigned reports and providing information to appropriate staff.
- Responsible for inputting back office membership registrations.
- Provides high quality customer service and case management to members regarding issues to their accounts.
- Provides back-up to Volunteer Support and Customer Care Department team members with customer support, recruitment, and system tasks.
- Maintains current knowledge of the local council and the national movement.
- Performs other duties as assigned.

Minimum Qualifications

Education and Experience:

- High School Diploma or equivalent.
- 2+ years of customer service and data entry/database management.

Required Skills and Abilities:

- Proficient computer skills.
- Proficient computer skills in Microsoft Office including Word, Excel, and Outlook and common applications.
- CRM experience.
- Strong communication skills – both written and verbal.
- Strong customer service skills.

Physical and Schedule Requirements:

- Must be able to lift and carry up to 25 pounds.
- Prolonged periods sitting at a desk and working on a computer.
- Willingness to work a flexible schedule, including some evenings, overnights, and weekends.