Title: Customer Service Clerk
Classification: Class –2 – Service Center Administrative Staff
Position Reports to: Registrar

JOB SUMMARY:
Provide customer service to visitors and staff in a manner which conveys the Scout Oath and Law. Be familiar with council policies, programs, and resources to help volunteers and staff. Serve as cashier for monies delivered to the Service Center. Provide librarian services for various materials of the council in support of the program functions of Scouting. Process receipts from the Scout Shop, process unit refunds to unit accounts. Assist the registration department by entering applications, assembling paperwork and mailings as needed.

ESSENTIAL FUNCTIONS:

1. Provide customer service to visitors, volunteers, and staff in a manner which conveys the Scout Oath and Law. Be familiar with council policies, practices, programs, and resources to help volunteers and staff. Utilize our website and print any information or forms as needed. Print unit account statements for volunteers as requested.

2. Serve as cashier for all non-fundraising monies delivered to the Service Center (in person or by mail). Provide a copy of the receipt for the volunteer and one copy for the council record. Capture information from checks and/or person so proper credit can be given in various council programs/activities.

3. Maintain merit badge counselor registrations, including receiving and entering MBC applications, processing renewals, answering questions about the my.scouting.org and Scoutbook processes.

4. Daily process receipts from the Kansas City Scout Shop. Provide proper documentation for record keeping in the unit account file(s). Process registration and camp refunds and popcorn commissions when requested to unit account(s). Provide proper documentation for the unit(s) account.

5. Maintain records so they are organized. Maintain work area and designated portion of the development closet. Prioritize work so daily tasks are completed.
6. Provide librarian services for various materials, such as Eagle Light Box, projectors, flags, etc. that are available in support of the program functions of Scouting.

7. Provide support for the Registration office by entering registration as needed. Help with refunds, sorting of applications and charters.

OTHER RELATED ACTIVITIES:

Provide backup help for the Production Department, including mail processing and print jobs. Help with other projects as needed.

STANDARD BEHAVIORAL FACTORS:

An attitude of cooperation, dependability, initiative, acceptable dress, and attendance. Must convey an attitude of friendliness and helpfulness through personal and phone contact. Willingness to learn and/or change with new procedures.

MATERIALS AND EQUIPMENT USED:

Personal computer, copier, printer, fax machine, calculator, cash drawer, telephone.

PHYSICAL ACTIVITIES/MENTAL DEMANDS:

Fingering, talking, hearing, repetitive motions, reaching, reading, language, math, reasoning, verbal and written communications, customer contact, constant interruptions, training, detail work, problem solving, concurrent tasks.

WORKING CONDITIONS:

The worker is subject to inside environmental conditions.

PHYSICAL REQUIREMENT:

Light work.

MINIMUM REQUIREMENTS:

High school graduate. Must possess strong customer service skills and communication skills. Strong math skills, detail orientated and excellent customer service skills. Experience using Microsoft Office applications.
TO APPLY:

Email resume and/or cover letter to matt.armstrong@scouting.org

Boy Scouts of America Equal Employment Opportunity Policy

The BSA is committed to equal employment opportunity and compliance with all applicable federal, state, and local laws that prohibit workplace discrimination and unlawful retaliation, such as those that prohibit discrimination on the basis of race, color, national origin, religion, age, sex (including pregnancy, childbirth, breastfeeding, or related medical condition), gender, sexual orientation, gender identity, marital or familial status, genetic information, citizenship status, protected activity (such as opposition to or reporting of prohibited discrimination or harassment), or any other status or classification protected by applicable federal, state, and/or local laws. This policy of equal employment opportunity applies to all aspects of the employment relationship, including without limitation advertising, recruiting, hiring, training, evaluation, promotion, transfer, work assignments, compensation, benefits, disciplinary action, termination, or any other term, condition, or privilege of employment.